

ZENworks 2017 Update 4 Product Licensing Reference

January 2019

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About This Guide

This *ZENworks Product Licensing Reference* explains how to enable product evaluations and manage product licenses. The guide includes the following sections:

- ♦ Chapter 1, “ZENworks Products,” on page 7
- ♦ Chapter 2, “Evaluating a Product,” on page 9
- ♦ Chapter 3, “Extending the Evaluation Period of a Product,” on page 11
- ♦ Chapter 4, “Activating a Product,” on page 13
- ♦ Chapter 5, “Deactivating a Product,” on page 15
- ♦ Chapter 6, “Possible License State Changes,” on page 17

Audience

This guide is intended for ZENworks administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Additional Documentation

ZENworks 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 documentation Web site](#).

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1 ZENworks Products

The ZENworks family of products include the following:

- ◆ Asset Management
- ◆ Configuration Management
- ◆ Endpoint Security Management
- ◆ Full Disk Encryption
- ◆ Patch Management
- ◆ Asset Inventory for Linux
- ◆ Asset Inventory for Windows/Macintosh

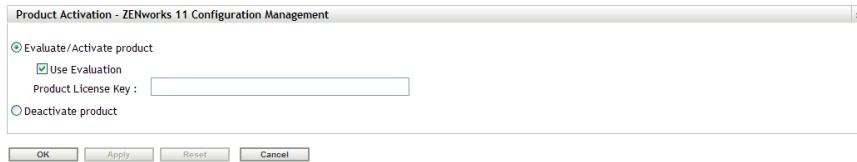
All of the products are installed by default. This enables you to activate products by providing a license key or to evaluate products for which you have not purchased a license. You can also deactivate licensed or evaluation products if you no longer intend to use them.

For other actions that you can perform to view license information, see “[License Commands](#)” in the *ZENworks Command Line Utilities Reference*.

For information on renewing Patch Management subscription licenses, see “[Patch Management](#)” in the *ZENworks Quick Start Reference*.

2 Evaluating a Product

- 1 Log in to the ZENworks Control Center.
- 2 Click the **Configuration** tab.
- 3 In the Product Licensing panel, click the product you want to evaluate.
- 4 In the Product Activation panel, select the **Evaluate/Activate product** option.

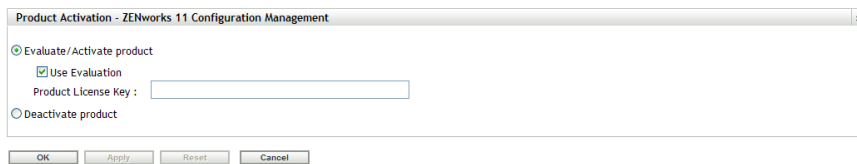


- 5 Select **Use Evaluation** option, then click **Apply**.
- 6 Click **OK**.

For more information on license state changes, see [Section 6, "Possible License State Changes,"](#) on [page 17](#).

3 Extending the Evaluation Period of a Product

- 1 Log in to the ZENworks Control Center.
- 2 Click the **Configuration** tab.
- 3 In the Product Licensing panel, click the product you want to evaluate.
- 4 In the Product Activation panel, select the **Evaluate/Activate product** option.

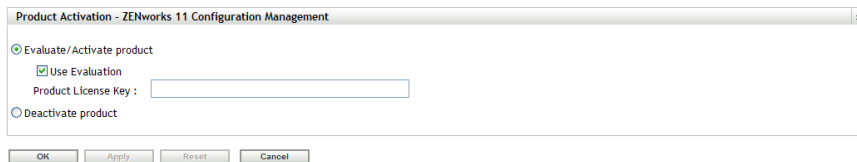


- 5 Specify the extended evaluation license key in **Product License Key**, then click **Apply**.
- 6 Click **OK**.

For more information on license state changes, see [Section 6, "Possible License State Changes,"](#) on [page 17](#).

4 Activating a Product

- 1 Log in to the ZENworks Control Center.
- 2 Click the **Configuration** tab.
- 3 In the Product Licensing panel, click the product you want to activate.
- 4 In the Product Activation panel, select the **Evaluate/Activate product** option.



The screenshot shows a dialog box titled "Product Activation - ZENworks 11 Configuration Management". It contains the following elements:

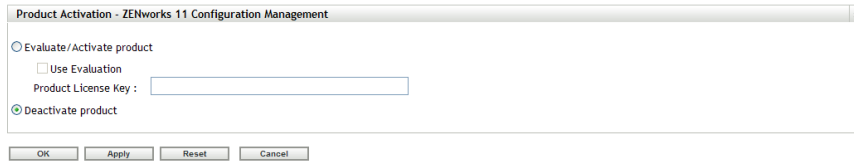
- A radio button selected for "Evaluate/Activate product".
- A checked checkbox for "Use Evaluation".
- A text input field labeled "Product License Key :".
- A radio button for "Deactivate product".
- Buttons at the bottom: "OK", "Apply", "Reset", and "Cancel".

- 5 Specify the license key in **Product License Key**, click **Apply**.
- 6 Click **OK**.

For more information on license state changes, see [Section 6, "Possible License State Changes,"](#) on [page 17](#).

5 Deactivating a Product

- 1 Log in to the ZENworks Control Center.
- 2 Click the **Configuration** tab.
- 3 In the Product Licensing panel, click the product you want to deactivate.



- 4 In the Product Activation panel, select the **Deactivate product** option.
- 5 Click **Apply**.
- 6 Click **OK**.

For more information on possible license state changes, see [Section 6, "Possible License State Changes,"](#) on page 17.

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Possible License State Changes

The transition of a product to a new licence state depends on the current license state of the product and the license state of the product prior to the current license state. Accordingly, you can choose to evaluate, activate, or deactivate a product.

For example:

- ♦ A product that is currently deactivated can be moved to an evaluation, extended evaluation, or active state.
- ♦ A product that has been transitioned from an evaluation state to deactivated state can be now moved to an active, evaluation, or extended evaluation state.

NOTE: If you change the license state on a ZENworks Server, it might take up to 30 minutes for the license state change to be reflected on the managed device. To enable the license state change to be immediately reflected on the managed device, restart the zenserver services on the ZENworks Server.

Table 6-1 Possible License State Changes for ZENworks Products

Previous License State	Current License State	New License State	Additional Information
	Deactivated	Evaluation	You get 60 days to evaluate the product.
	Deactivated	Extended Evaluation	You get 120 days to evaluate the product.
	Deactivated	Active	
	Evaluation	Extended Evaluation	You get 60 days in addition to the remaining evaluation days.
	Evaluation	Active	
	Evaluation	Deactivated	
	Active	Deactivated	
Evaluation	Deactivated	Active	
Evaluation	Deactivated	Evaluation	You get the remaining evaluation days. For example, if you use the product for 10 days of the evaluation period and deactivate it, then if you choose to evaluate the product again, you get 50 days of evaluation.
Evaluation	Deactivated	Extended Evaluation	You get 60 days in addition to the remaining evaluation days.

Previous License State	Current License State	New License State	Additional Information
Extended Evaluation	Deactivated	Extended Evaluation	You get the remaining evaluation days.
Extended Evaluation	Deactivated	Active	
Active	Deactivated	Active	

Activating ZENworks Suite or Individual Product License

All ZENworks Configuration Management components are available when the ZCM is installed. Licensing enables the components or products to be Active by providing a license key or to evaluate products for which you have not purchased a license. The License can be deactivated if that product is no longer intended to be used.

See Agents section on how agents responds when a component is deactivated.

ZENworks Suite Licensing

A single ZENworks Suite Activation will make the following ZENworks components Active, these products are installed by default:

- ◆ Asset Inventory for Windows/Mac
- ◆ ZENworks Asset Management
- ◆ ZENworks Configuration Management
- ◆ ZENworks Endpoint Security Management
- ◆ ZENworks Full Disk Encryption

The transition of a product to a new license state depends on the current license state of the product and the license state of the product prior to the current license state. Accordingly, you can choose to Evaluate, Activate, or Deactivate a product.

Example:

The screenshot shows a 'Licenses' window with two sections: 'Suite Licensing' and 'Product Licensing'. The 'Suite Licensing' section contains one entry: 'ZENworks Suite' with a license state of 'Active'. The 'Product Licensing' section contains seven entries with their respective license states and expiration dates.

Suite Licensing	
Product/Component Name	License State
ZENworks Suite	Active

Product Licensing		
Product/Component Name	License State	Expiration Date
ZENworks Asset Management 2017	Active	
ZENworks Patch Management 2017	Deactivated	
ZENworks Configuration Management 2017	Active	
Asset Inventory for Windows/Mac	Active	
ZENworks Full Disk Encryption 2017	Active	
ZENworks Endpoint Security Management 2017	Active	
Asset Inventory for Linux	Evaluation	Friday, March 18, 2016 11:13:57 AM MDT

After activating ZENworks Suite, these product components are automatically activated.

Suite Activation - ZENworks Suite

Products activated by ZENworks Suite

- Asset Inventory for Windows/Mac
- ZENworks Asset Management 2017
- ZENworks Configuration Management 2017
- ZENworks Endpoint Security Management 2017
- ZENworks Full Disk Encryption 2017

Activate suite

Suite License Key :

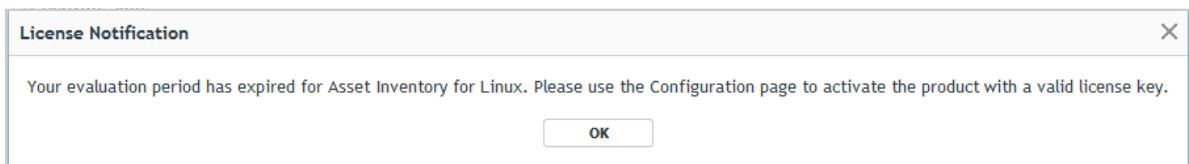
Deactivate suite

NOTE

- ◆ ZENworks Patch Management is not a part of Suite license, and requires a separate license for activation.
 - ◆ ZENworks Reporting Server is part of Suite license and does not requires a separate license for activation.
 - ◆ ZENworks Service Desk is free to download with two active Standard edition licenses, if you have purchased a ZCM license. If required additional licenses can be purchased.
 - ◆ Depending on the number of ZCM suite licenses purchased, same number of ZSD standard licenses are provided.
-

An Expired state is when the evaluation license of a product expires.

The ZCC console will prompt to notify the ZCC Administrator as shown in below image.



The Active components in the zone are reflected on the agent after 30 minutes.

Individual Product Licensing

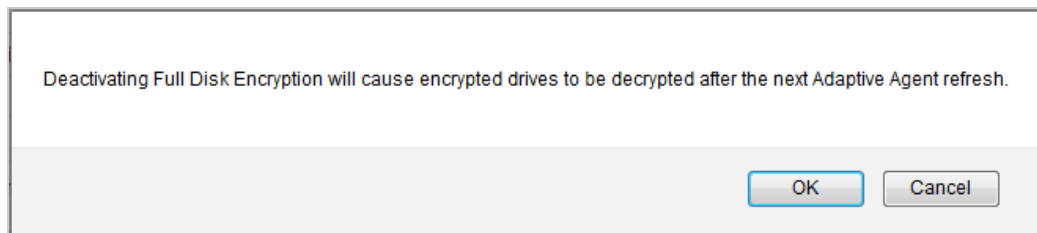
Product/Component Name	License State	Expiration Date
ZENworks Patch Management 2017	Deactivated	
ZENworks Asset Management 2017	Active	
ZENworks Configuration Management 2017	Active	
ZENworks Full Disk Encryption 2017	Active	
Asset Inventory for Linux	Evaluation	Monday, January 21, 2019 11:06:25 PM PST
Asset Inventory for Windows/Mac	Deactivated	
ZENworks Endpoint Security Management 2017	Deactivated	

1 - 7 of 7 items show 25 items

The Active components in the zone are reflected on the agent after 30 minutes.

- ◆ If **ZENworks Asset Management** is in the Deactivated state, then none of the Asset Management features are enabled. However, inventory data is collected.
- ◆ If **ZENworks Endpoint Security Management** is in the Active State, then on the Technician Application, Endpoint Security tab is enabled.
This tab enables you to access Endpoint Security Agent features and view information about the current and available security locations.
- ◆ If **ZENworks Patch Management** is enabled, then Patch Management operations can be performed on the agent.
- ◆ If **ZENworks Full Disk Encryption** is in the Active State, then on the Technician Application, Full Disk Encryption tab is enabled.
The Full Disk Encryption tab lets you access the Full Disk Encryption Agent features and Help file.

While deactivating this product in ZCC, administrators will be prompted with a warning as shown in below image.



Devices using this FDE product will disable the FDE agent on the device, decrypting the drives and rebooting. See [ZENworks Full Disk Encryption Agent Reference](#)

Additional Information

- ◆ For more information on Licensing ZENworks during 2017 Upgrade or Migration, see <https://support.microfocus.com/kb/doc.php?id=7023323>
- ◆ For more information on Possible License State Changes, see [Possible License State Changes](#)
- ◆ For more information on Agent Features, see [Configuring ZENworks Agent Features](#)
- ◆ Licensing and MFCC registration can also be performed using the `zman` commands. For more information, see [License Commands](#) and [MFCC Registration Command](#).

Agent Suite License

If ZENworks Suite is enabled, then by default following products are enabled on agents

- ♦ Asset Inventory for Windows/Mac
- ♦ ZENworks Asset Management
- ♦ ZENworks Configuration Management
- ♦ ZENworks Endpoint Security Management
- ♦ ZENworks Full Disk Encryption

On Agent, depending on the product that is in the Active state, the tabs in the Technician Application are displayed.

Accessing Technician Application: On the Agent, right-click the ZENworks icon, and then select **Technician Application**.

To view the status and version of the features running on the Agent, in the Technician Application click Agent. Scroll down to view the Agent Status panel.

Agent Status		
	Version	Status
Asset Management	17.4.0.169	Running
Bundle Management	17.4.0.169	Running
Image Management	17.4.0.169	Running
Inventory Management	17.4.0.169	Running
Patch Management	17.4.0.169	Running
Policy Management	17.4.0.169	Running
Remote Management	17.4.0.169	Running
User Management	17.4.0.175	Running

The Agent Status displays the features that are enabled and running. The possible Agent statuses are Running and Disabled.

Similarly, in ZENworks Control Center, click Configuration > Device Management > ZENworks Agent. In the Agent Features ensure that Installed and Enabled are selected for the products with Active license state.

Agent Features			
Asset Management	<input checked="" type="checkbox"/> Installed	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled
Bundle Management	<input checked="" type="checkbox"/> Installed	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled
Full Disk Encryption	<input checked="" type="checkbox"/> Installed	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled
User Management	<input checked="" type="checkbox"/> Installed	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled
Image Management	<input checked="" type="checkbox"/> Installed	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled
Policy Management	<input checked="" type="checkbox"/> Installed	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled
Remote Management	<input checked="" type="checkbox"/> Installed	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled

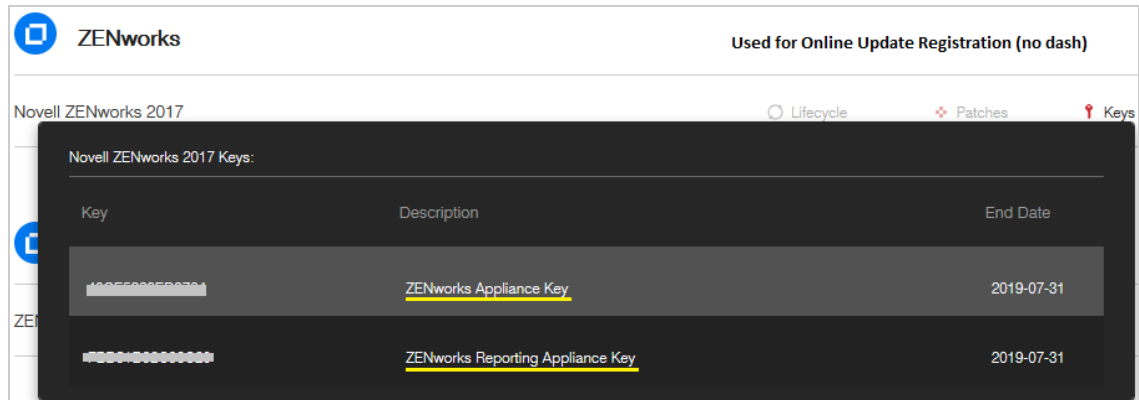
For example: For **ZENworks Asset Management**, in the **Agent Feature** panel, **Asset Management** should be **Installed** and **Enabled**.

Obtaining Licenses from the Micro Focus Customer Center

In the Micro Focus Customer Center (MFCC) portal, search for ZENworks and perform the following to get the license key:

- ◆ **ZENworks | Novell ZENworks 2017**

These keys are for the Appliance “Online Updates” registration for ZENworks Configuration Management and ZENworks Reporting Service.

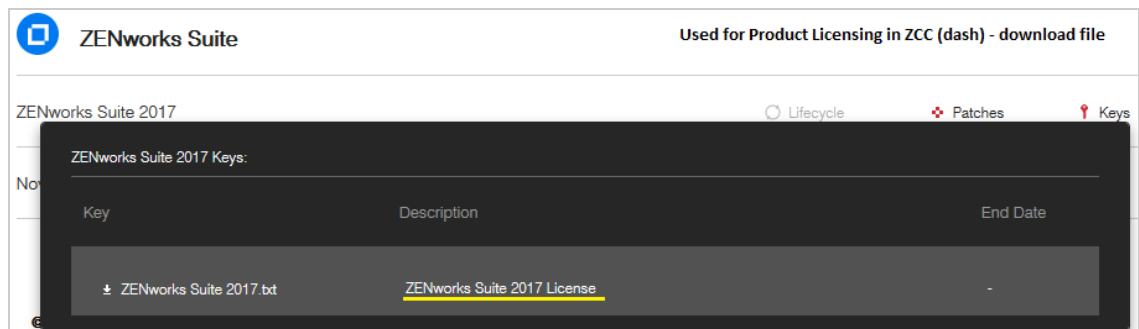


The screenshot shows the 'ZENworks' product page in the MFCC portal. The page title is 'ZENworks' and the subtitle is 'Used for Online Update Registration (no dash)'. Below the product name, there are tabs for 'Lifecycle', 'Patches', and 'Keys'. The 'Keys' tab is selected, displaying a table of keys for 'Novell ZENworks 2017'. The table has three columns: 'Key', 'Description', and 'End Date'. Two keys are listed:

Key	Description	End Date
10855000500304	<u>ZENworks Appliance Key</u>	2019-07-31
10855000500304	<u>ZENworks Reporting Appliance Key</u>	2019-07-31

- ◆ **ZENworks Suite | ZENworks Suite 2017**

In this Text file (.txt or .html), a License key for the ZENworks Suite is provided.



The screenshot shows the 'ZENworks Suite' product page in the MFCC portal. The page title is 'ZENworks Suite' and the subtitle is 'Used for Product Licensing in ZCC (dash) - download file'. Below the product name, there are tabs for 'Lifecycle', 'Patches', and 'Keys'. The 'Keys' tab is selected, displaying a table of keys for 'ZENworks Suite 2017'. The table has three columns: 'Key', 'Description', and 'End Date'. One key is listed:

Key	Description	End Date
↓ ZENworks Suite 2017.bt	<u>ZENworks Suite 2017 License</u>	-

ZENworks Suite 2017 License

Thank you for choosing Micro Focus

During the installation of ZENworks Suite, you will be prompted to enter a license to enable the product. The license for ZENworks Suite is provided below and must be entered exactly as it appears here. If the license is not entered, the product will install by default as a 90-day evaluation.

ZENworks Suite 2017 License:

18058751 - F00058707700

ZSUITE_2017.html file

Used for Suite Product licensing in ZCC (dash)

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- ♦ **ZENworks Configuration Management | ZENworks Configuration Management 2017**

This section will have the Activation Codes for the ZONE NCC and System Update Registration.

If you do not have the suite license, then the HTML file includes the ZCM Product License key.

The downloaded TXT or HTML file includes your product license codes.

ZENworks Configuration Management

Activation Code used for ZCC NCC Registration and System Update Registration
Bottom are used for Product Licensing in ZCC (dash) - download file

ZENworks Configuration Management 2017

ZENworks Configuration Management 2017 Keys:

Key	Description	End Date
[Redacted]	ZENworks Configuration Management Activation Code	-
[Redacted]	ZENworks Configuration Management Activation Code	2019-07-31
↓ ZCM_2017-10180.html	ZENworks 2017 Configuration Management License	-
↓ ZCM_2017-10180.html	ZENworks 2017 Configuration Management Subscription License	2019-07-31

ZENworks Configuration Management License

Thank you for choosing Micro Focus


During the installation of ZENworks Configuration Management, you will be prompted to enter a license to enable the product. The license for ZENworks Configuration Management is provided below and must be entered exactly as it appears here. If the license is not entered, the product will install by default as a 90-day evaluation.

ZENworks Configuration Management License:

[Redacted]

**ZCM_2017-10180.html File
Used for Product Licensing in ZCC (dash)**

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Example 6-1 Example for Individual Product License Keys

ZENworks Patch Management | ZENworks 2017 Patch Management This is an individual product licensing for ZENworks 2017 Patch Management.

ZENworks Patch Management Used for Product Licensing in ZCC (dash)

ZENworks Patch Management 2017 Lifecycle Patches Keys

ZENworks Patch Management 2017 Keys:

Key	Description	End Date
[REDACTED]	ZENworks Patch Management Windows	2006-06-30
[REDACTED]	ZENworks Patch Management Windows	2008-06-30
[REDACTED]	ZENworks Patch Management Windows	2005-06-30
[REDACTED]	ZENworks 2017 Patch Management Windows Subscription License	2019-07-31

Similar to Patch Management license, based on the individual products that you have purchased, you will be able to download the license keys for corresponding products.

