



# ZENworks 2020 Product Licensing Reference

October 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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# Contents

|   |           |
|---|-----------|
| <b>About This Guide</b>   | <b>3</b>  |
| <b>1 ZENworks Products</b>  | <b>7</b>  |
| <b>2 Evaluating a Product</b>                                     | <b>9</b>  |
| <b>3 Extending the Evaluation Period of a Product</b>             | <b>11</b> |
| <b>4 Activating a Product</b>                                     | <b>13</b> |
| <b>5 Deactivating a Product</b>                                   | <b>15</b> |
| <b>6 Possible License State Changes</b>                           | <b>17</b> |
| Activating ZENworks Suite or Individual Product License . . . . . | 18        |
| ZENworks Suite Licensing . . . . .                                | 18        |
| Individual Product Licensing . . . . .                            | 19        |
| Agent Suite License . . . . .                                     | 20        |



# 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*.

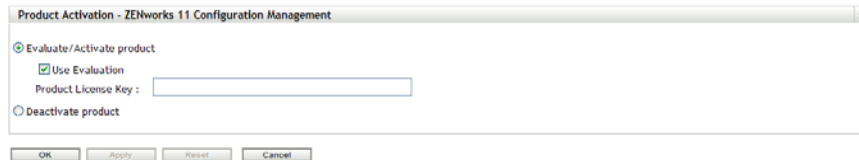
For information on renewing Patch Management subscription licenses, see “[Patch Management](#)” in the *ZENworks Quick Start Reference*.





# 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.



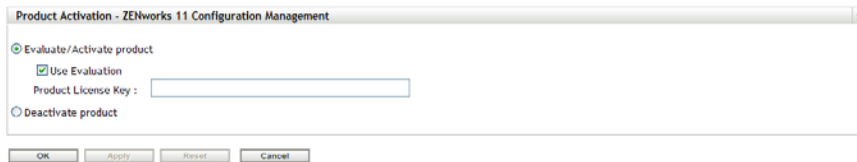
- 5 Select **Use Evaluation** option, then click **Apply**.
- 6 Click **OK**.

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

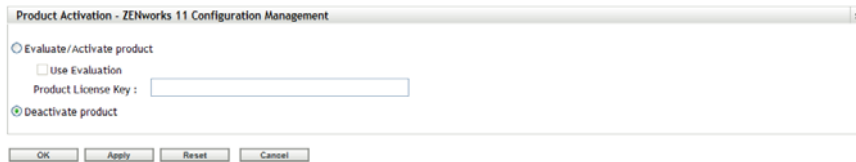
- 1 Log in to the ZENworks Control Center.
- 2 Click the **Configuration** tab.
- 3 In the Product Licensing panel, click the product you want to activate.
- 4 In the Product Activation panel, select the **Evaluate/Activate product** option.
- 5 Specify the license key in **Product License Key**, click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





# 6 Possible License State Changes

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.

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.

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**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.

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**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. |

| Previous License State | Current License State | New License State   | Additional Information  |
|------------------------|-----------------------|---------------------|---|
| Evaluation             | Deactivated           | Extended Evaluation | You get 60 days in addition to the remaining evaluation days. |
| 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 web interface for managing licenses. It is divided into two main sections: Suite Licensing and Product Licensing.

**Suite Licensing:** A table with two columns: Product/Component Name and License State. One entry is visible: ZENworks 2020 Suite with a License State of Active. Below the table, it indicates '1 - 1 of 1 items' and a 'show 25 items' link.

**Product Licensing:** A table with three columns: Product/Component Name, License State, and Expiration Date. Seven entries are visible:

- ZENworks 2020 Endpoint Security Management: Active
- ZENworks 2020 Asset Inventory for Windows/Mac: Active
- ZENworks 2020 Configuration Management: Active
- ZENworks 2020 Patch Management: Deactivated
- ZENworks 2020 Asset Inventory for Linux: Evaluation (Expiration Date: Tuesday, December 3, 2019 12:00:00 AM MST)
- ZENworks 2020 Asset Management: Active
- ZENworks 2020 Full Disk Encryption: Active

Below the table, it indicates '1 - 7 of 7 items' and a 'show 25 items' link.

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

**Suite Activation - ZENworks Suite**

Products activated by ZENworks Suite

- ZENworks 2020 Asset Inventory for Windows/Mac
- ZENworks 2020 Asset Management
- ZENworks 2020 Configuration Management
- ZENworks 2020 Endpoint Security Management
- ZENworks 2020 Full Disk Encryption

Activate suite

Suite License Key :

Deactivate suite

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**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.

**License Notification** ✕

Your evaluation period has expired for Asset Inventory for Linux. Please use the Configuration page to activate the product with a valid license key.

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

## Individual Product Licensing

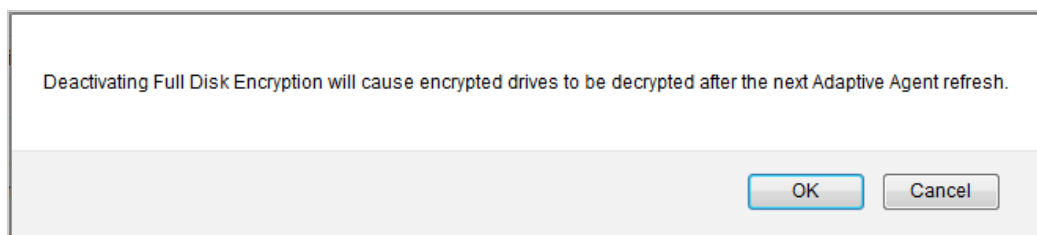
| Product Licensing   |               |   |
|---|---------------|---|
| Product/Component Name  | License State | Expiration Date                           |
| <a href="#">ZENworks 2020 Asset Management</a>                | Deactivated   |   |
| <a href="#">ZENworks 2020 Full Disk Encryption</a>            | Deactivated   |   |
| <a href="#">ZENworks 2020 Endpoint Security Management</a>    | Active        |   |
| <a href="#">ZENworks 2020 Patch Management</a>                | Deactivated   |   |
| <a href="#">ZENworks 2020 Asset Inventory for Windows/Mac</a> | Active        |   |
| <a href="#">ZENworks 2020 Configuration Management</a>        | Active        |   |
| <a href="#">ZENworks 2020 Asset Inventory for Linux</a>       | Evaluation    | Tuesday, December 3, 2019 12:00:00 AM MST |

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 2020 Upgrade or Migration, see [TID 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 registration can also be performed using the `zman` commands. For more information, see [License Commands](#) and [Micro Focus Customer Center 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             | 20.0.0.3138 | Running |
| Bundle Management            | 20.0.0.3138 | Running |
| Endpoint Security Management | 20.0.0.3138 | Running |
| Full Disk Encryption         | 20.0.0.3138 | Running |
| Image Management             | 20.0.0.3138 | Running |
| Inventory Management         | 20.0.0.3138 | Running |
| Policy Management            | 20.0.0.3138 | Running |
| Remote Management            | 20.0.0.3138 | Running |
| User Management              | 20.0.0.3138 | 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**.

