

opentext™

# ZENworks Product Licensing Reference

## **Legal Notice**

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see (<https://www.microfocus.com/en-us/legal>).

### **© Copyright 2008 - 2023 Open Text**

The only warranties for products and services of Open Text and its affiliates and licensors (“Open Text”) are as may be set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Open Text shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

# 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](#)
- ♦ [Chapter 7, “License Consumption Information,” on page 23](#)

## 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](#).



---

# 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
<b>7 License Consumption Information</b>	<b>23</b>
Devices . . . . .	23
Managed and Inventory Only devices . . . . .	23
Mobile devices . . . . .	23
Users . . . . .	23
LDAP Users . . . . .	23
Microsoft Entra ID users . . . . .	24



# 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.

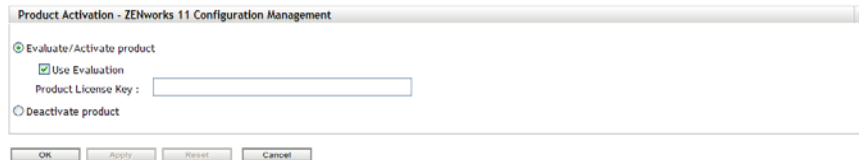
For other actions that you can perform to view license information, see “[License Commands](#)” in the *ZENworks Command Line Utilities Reference*.

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.



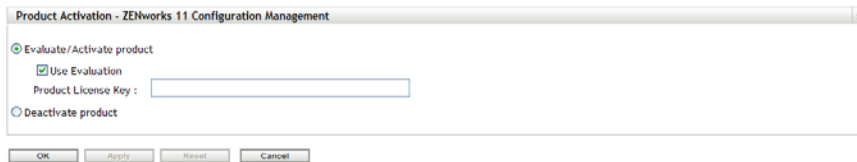
- 5 Select **Use Evaluation** option, then click **Apply**.
- 6 Click **OK**.

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.

**Activate the product on all devices in the zone:** This option is displayed if the product is in Deactivated state and will be enabled if you select the **Evaluate/Activate Product** option.

- ◆ If you select this option, the product is enabled on all the managed devices in the zone. You can disable the product or the ZENworks agent components at a later time, on selected managed devices at the device folder or the device level.
- ◆ If you do not select this option, the product is not enabled across all the managed devices in the zone. You can enable the product or the ZENworks agent components on all devices or on specific devices at a later time, at the zone, device folder, or device level.

To enable or disable the product at the later time on all or specific devices, navigate to:

**At Zone Level:** **Configuration > Device Management > ZENworks Agent > Agent Feature**

**At Device Folder Level:** <Select the Device Folder> > **Settings > Device Management > ZENworks Agent > Agent Feature**

**At Device Level:** <Select the Device> > **Settings > Device Management > ZENworks Agent > Agent Feature**

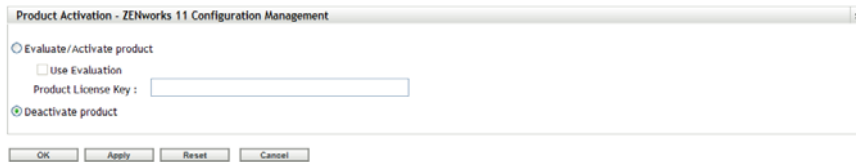
- 5 Specify the license key in **Product License Key**, click **Apply**.
- 6 Click **OK**.

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.

---

**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.

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 shows '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 shows '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

OK Apply Reset Cancel

**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** [X]

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

OK

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

## Individual Product Licensing

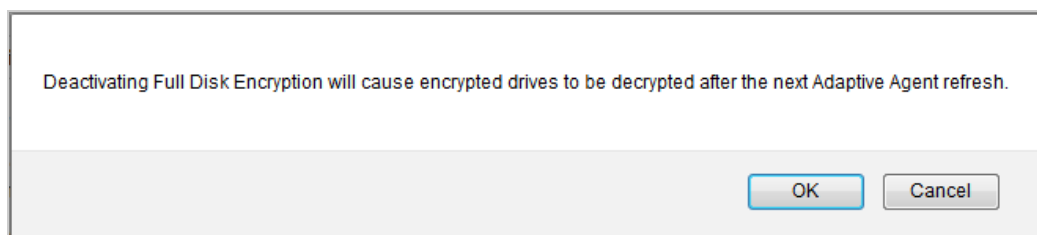
Product/Component Name	License State	Expiration Date
<a href="#">ZENworks 2020 Asset Management</a>	Deactivated	
<a href="#">ZENworks 2020 Full Disk Encryption</a>	Deactivated	
<a href="#">ZENworks 2020 Endpoint Security Management</a>	Active	
<a href="#">ZENworks 2020 Patch Management</a>	Deactivated	
<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](#)

## 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**.



# 7 License Consumption Information

Use the License consumption information page to view a summary of device and user licenses in use across your environment. Operators, administrators, and auditors can use this page to confirm license utilization.

For details about licensing terms and limits, see [Additional License Authorizations](#).

Access the page

1. Sign in to ZENworks Control Center.
2. Click the Configuration tab.
3. Open the License consumption information panel.

## Devices

The Devices panel displays the number of Managed, Inventory Only, and mobile devices. ZENworks updates these device counts during the nightly calculation process.

### Managed and Inventory Only devices

- ◆ Devices are included after they are enrolled in ZENworks.  
Devices retired for more than 120 days are excluded.

### Mobile devices

- ◆ Devices that are pending enrollment are excluded.
- ◆ Devices in a wipe?pending state for more than 120 days are excluded.

## Users

The Users panel displays the number of users from all configured user sources (User containers added in ZENworks).

For more information, see [Managing User Source in User Source and Authentication Reference](#).

### LDAP Users

The following rules determine which LDAP users are included in the license count:

- ◆ Enabled users are always included, regardless of whether they sign in to ZENworks or LDAP.
- ◆ Disabled users who have signed in to ZENworks or LDAP within the last 120 days are included.
- ◆ Disabled users who have not signed in within the last 120 days are excluded.

## License Count Inclusion Rules

LDAP User Status	Last Sign-in Activity	Included in License Count?	Explanation
Enabled	Any (signed in or not)	Yes	All Enabled users are always included.
Disabled	Signed in within the last 120 days	Yes	Disabled users with recent activity are included.
Disabled	No sign-in for more than 120 days	No	Disabled users without recent activity are excluded.

## Microsoft Entra ID users

- ◆ Displays the number of Microsoft Entra ID users currently signed in to devices.
- ◆ Accounts that are not active are excluded.
- ◆ The count decreases when a user has not signed in to a device for more than 120 days.