

ZENworks 11 SP3

Test Scenarios for *Asset Management*

This document contains test scenarios for ZENworks 11 SP3 Beta.

Purpose of the Test Scenarios

The purpose of these exercises is to help you become familiar with some of the new features added in the *Asset Management* component of ZENworks 11 SP3.

Assumptions

- You have followed the instructions for installing ZENworks 11 SP3 by using the *ZENworks 11 SP3 Installation Guide* (<http://www.novell.com/documentation/zenworks113>).

Test Scenarios

1. [Recognizing Software Programs listed in Add or Remove Programs on a Windows Device](#)
2. [Manually Reconciling ARP and Finger Printed Products](#)
3. [Purging Inventory History](#)
4. [Adding Hardware from ZENworks Control Center](#)

Test Scenario #1: Recognizing Software Programs listed in Add or Remove Programs on a Windows Device

Objective

This scenario will enable you to detect software programs that are listed in the Add Remove Programs (ARP) panel and display them in the Inventory report of the device in ZENworks Control Center.

Procedure

To verify all installed ARP products on a Windows managed device are identified and reported in the Inventory report:

1. Run a scan on any Windows managed device.
2. After the scan is complete, launch a detailed Inventory report for the device in ZENworks Control Center and check to see if all ARP products are installed on the Windows device are listed.

Note: You can identify and differentiate the software programs reported from ARP, FP or MSI through the check boxes in the detailed Inventory report. Multiple check boxes are selected for a software product if it is reported from more than one source. The Inventory collector automatically reconciles such duplicate products to show them only once in the Inventory report.

Expected Results

After the Inventory scan, the software products listed in the ARP panel of the Windows managed device appear in the Inventory report.

Logs

If you are unable to successfully perform the procedure, send us the following files:

- *colw32.log* (running in diagnostic mode)
- *zmd-messages.log*

Test Scenario #2: Manually Reconciling ARP and Finger Printed Products

Objective

This scenario will enable you to manually reconcile duplicate entries of the same product reported from different sources.

For example, if a software product that is reported from both Add or Remove Programs and Finger Print appears in the list of Discovered products, even after the automatic reconciliation by the Inventory collector, you can manually reconcile the duplicate software products. However, if duplicate entries of the software product are still displayed in the list of discovered products, you need to manually reconcile them to ensure that entries are reported only once.

Procedure

1. In the ZENworks Control Center, click *Asset Management*.
2. On the License Management page, click *Discovered Products*.
3. Select the product (primary) that you want to reconcile.
4. Click *Action > Reconcile Products*, then click *OK* to continue.
5. In the Selection dialog box, select the relevant discovered product (secondary) that needs to be reconciled with the product selected in Step 3, then Click *Ok*.

After the manual reconciliation, all references to the secondary discovered product are removed from the ZENworks Asset Management database. At this point, you can filter the reconciled products by using the *Install status* filter criteria.

Note: If you select a Finger Printed (FP) product to reconcile, you will find only the ARP products listed for selection in the object browser, and vice-versa.

6. If you have mistakenly reconciled two different products, you can undo the manual reconciliation of these two products:
 - a) Locate the already reconciled product by filtering the *Install Status* (reconciled).
 - b) Select the reconciled product, then click *Action > Reconcile Product*.
A message asking for your confirmation to remove the reconciliation is displayed.

Note: Any product for which you have removed reconciliation can return to its state prior to reconciliation only if you run a full Inventory scan from all devices in the Management Zone.

Expected Results

After the manual reconciliation:

- Only one instance of the reconciled software product appears in the Inventory report.

- Only one instance of the reconciled software product appears on the Discovered Products page.
- The secondary product with which you have reconciled the primary product is no longer displayed on the Discovered Products page or on the detailed Inventory report.

Logs

If you are unable to successfully perform the procedure, send us the following file:

- *loader-messages.log*

Test Scenario #3: Purging Inventory History

Objective

This scenario will enable you to learn about purging or deleting the obsolete inventory records from the database.

Procedure

1. In the ZENworks Control Center, click *Configuration*.
2. Click *Management Zone Settings > Inventory*.
3. Click *Purge Inventory History*.
4. Specify the following purge history settings:
 - *Remove the deleted products and components older than x day(s)*: Number of days after which the deleted product and component data need to be purged. The default value is 180 days.
 - *Remove the inventory history data older than x day(s)*: Number of days after which the inventory history needs to be purged. The default value is 180 days.
 - *Remove the Software Application Usage data older than x day(s)*: Number of days after which the software application usage data needs to be purged. The default value is 180 days.
 - *Remove the Network Software Usage data older than x day(s)*: Number of days after which the network software usage data needs to be purged. The default value is 180 days.
 - *Remove the Web Application Usage data older than x day(s)*: Number of days after which the Web application usage data needs to be purged. The default value is 180 days. For example, if you specify 190 days as the value, all data older than 190 days is deleted.

Note: You can use the above settings to purge Inventory records at the Zone, Device and Folder level.
5. Specify one of the following as the schedule for purging the Inventory history:
 - *Select Recurring to set a schedule*: Enables the purging process to start at the specified time of the given day.
 - *Select No schedule*: Select this option if you do not want to purge the Inventory data automatically.

6. Use the *Duration of the job in hours / run* option to specify the total duration in number of hours per run for the purging process.
7. Click *Apply* or *OK* to save your settings. Click *Reset* to return to the default values.

Expected Results

- The purging activity runs only for the number of hours specified in the *Duration of the job in hours / run* field.
- Only those Inventory records that are marked for purging are deleted.

Logs

If you are unable to successfully perform the procedure, send us the following file:

- *loader-messages.log*

Test Scenario #4: Adding Hardware from ZENworks Control Center

Objective

This scenario will enable you to:

- Manually add a hardware product for a device if the hardware product has not been reported in the Inventory Report after the Inventory scan.
- Map a hardware product with specific devices for tracking and easy usage. For example, mapping a specific printer to a specific device.

Procedure

To manually add a hardware to a device:

1. In the ZENworks Control Center, click *Devices > Workstations*.
2. Select any workstation, then click *Inventory*.
3. Click *Detailed Hardware/Software Inventory*.
4. Scroll down and click *Add Hardware*.
5. On the Add Hardware page, select the required hardware product from the hardware products listed in the drop-down list.
6. Fill in the required details for the selected hardware product, then click *Submit*.

Expected Results

- The hardware products, except *Logical Drive* and *Network Driver* that are added to the device are displayed in the Hardware section of the Inventory report. These are listed separately under the respective sections in the Inventory report.
- Only the hardware products that are added to the device from ZENworks Control Center have the *delete* and *edit* option on the Add Hardware page.

Logs

If you are unable to successfully perform the procedure, send us the following file:

- *loader-messages.log*