

# ZENworks 2017

## What's New Reference

December 2016

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# About This Guide

This *ZENworks What's New Reference* describes the new features in the ZENworks 2017 release. The guide includes the following sections:

- ♦ [Chapter 1, "What's New in ZENworks 2017," on page 7](#)

## 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 [comment on this topic](#) 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](#) website.



# 1 What's New in ZENworks 2017

The following sections describe the new features and enhancements in ZENworks 2017:

- ♦ [Section 1.1, “Customer Ideas Implemented in ZENworks 2017,” on page 7](#)
- ♦ [Section 1.2, “Platform Support,” on page 7](#)
- ♦ [Section 1.3, “ZENworks Configuration Management,” on page 8](#)
- ♦ [Section 1.4, “ZENworks Asset Management,” on page 10](#)
- ♦ [Section 1.5, “ZENworks Reporting,” on page 11](#)
- ♦ [Section 1.6, “ZENworks Full Disk Encryption,” on page 12](#)
- ♦ [Section 1.7, “ZENworks Patch Management,” on page 13](#)

## 1.1 Customer Ideas Implemented in ZENworks 2017

- ♦ ZCC Helper supports additional browsers such as Opera, Google Chrome and Safari, apart from Internet Explorer and Firefox.

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**NOTE:** ZCC Helper is supported only on Windows and SUSE Linux Enterprise devices.

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- ♦ ZENworks now provides you with the ability to import and export bundles using ZENworks Control Center.
- ♦ The Copy, Move and Search Members feature enables you to copy and move members from one group to another.
- ♦ Command line support is now provided to take and restore images using WinPE.
- ♦ You can remotely switch between the screens of managed devices that have multiple monitors.
- ♦ A new Multi-version software entitlement type has been introduced. For more information, see [Section 1.4.4, “Per Machine Multi-version License Model,” on page 11](#).
- ♦ A new quick task has been introduced to perform a full inventory scan of devices. For more information, see [Section 1.4.6, “Quick Task for Full Inventory Scan,” on page 11](#).
- ♦ Dynamic groups and folders are supported in Per-Machine entitlements. For more information, see [Section 1.4.5, “Dynamic Groups and Folders for Per-Machine Entitlement,” on page 11](#).
- ♦ You can now view the status of bundles and policies against a particular version.
- ♦ Audit events can be recorded when the disk is encrypted or decrypted using Full Disk Encryption (FDE).
- ♦ The Require Password and Quick Task features can now be used to initiate FDE decryption.

## 1.2 Platform Support

The updated platform support for ZENworks 2017 includes the following:

Supported Platforms:

- ♦ Appliance is now based on SLES 12 SP1

- ♦ Windows XP and Windows Vista are only supported as ZENworks 11.4.x clients
- ♦ ZENworks 2017 clients support Macintosh 10.10 and higher
- ♦ Sybase iAnywhere 17 is supported as an embedded database
- ♦ Experimental support is provided for PostgreSQL as a database. However, PostgreSQL is not supported for Patch Management.
- ♦ Windows agents support the .Net 4.5 framework

Unsupported Platforms:

- ♦ Windows 2008 and 2008 R2 are no longer supported as Primary Servers
- ♦ RHEL is no longer supported as a Primary Server

## 1.3 ZENworks Configuration Management

- ♦ [Section 1.3.1, “Mobile Management,” on page 8](#)
- ♦ [Section 1.3.2, “ZENworks Application \(ZAPP\),” on page 9](#)
- ♦ [Section 1.3.3, “ZCC Helper,” on page 9](#)
- ♦ [Section 1.3.4, “System Update,” on page 9](#)
- ♦ [Section 1.3.5, “Database Optimization,” on page 10](#)
- ♦ [Section 1.3.6, “Bundle Management,” on page 10](#)

### 1.3.1 Mobile Management

Using Mobile Management, you can now enroll and manage mobile devices in your zone. Mobile Management supports Android, iOS, and devices with Exchange ActiveSync (EAS) capabilities (includes Windows and Blackberry devices). Mobile Management enables you to:

- ♦ Secure devices using policies. Security policies can be configured on mobile devices. You can configure security policies to set password restrictions, inactivity timeouts, and encryption requirements.
- ♦ Restrict the use of certain features or applications on the device. You can configure mobile control policies to restrict features or applications such as the device camera. On iOS devices additional restrictions can be enforced for features such as Siri, Facetime, and Safari.
- ♦ Configure DMZ rights to secure and restrict unauthorized access to Mobile Device Management (MDM) servers. These MDM servers enable mobile devices to communicate with the ZENworks Server at all times.
- ♦ Lock, unlock, and unenroll devices. Using quick tasks you can remotely lock or unlock iOS and Android devices. To unenroll devices, you can perform a selective wipe or a full wipe of iOS and Android devices, and perform a full wipe of devices enrolled as ActiveSync only devices.
- ♦ Provision email to Android, iOS, and native ActiveSync devices from Exchange ActiveSync servers using the email policy. In the email policy, you can also choose to allow ZENworks to act as a gateway proxy, relaying users' email and PIM data (Example: calendar and notes) between the ActiveSync servers and the mobile devices.
- ♦ Provision apps on iOS mobile devices. You can now provision apps on iOS devices by browsing for an App from the Apple App Store within ZENworks Control Center and then distribute them to mobile devices.



- ♦ Distribute and manage apps purchased using the Apple Volume Purchase Program (VPP).
- ♦ Deploy iOS configurator profiles. You can distribute configuration information required to manage the settings on iOS devices using the iOS configuration profiles.

For more information, see the [ZENworks 2017 Mobile Management Reference](#).

## 1.3.2 ZENworks Application (ZAPP)

ZAPP leverages the capabilities of a unified endpoint management solution to provide an enhanced user experience, while using the same functionality as that of the old Novell Application Launcher (NAL) window. The features include:

- ♦ A brand new user interface that serves as a single place for all ZENworks end user functionality on Windows.
- ♦ An integrated search to help you find the app of your choice. The search includes full and split pattern matching by name and description. You also have the option to search by status.
- ♦ A new branding policy that enables organizations to customize certain aspects of the ZENworks Application based on their own branding requirements, such as the ZAPP icon, wallpaper, and color.
- ♦ An improved user experience, that includes providing remote assistance to end users from the ZAPP window. You do not need to go to the ZENworks system tray icon, you can click the menu from ZAPP itself to request remote assistance.

As in previous releases, the administrator can provision the new ZAPP to function as an application or as the shell itself. In shell mode, you can have the same ability provided by ZAPP to view the progress and launch the applications. In addition, you can shut down or reboot the system from the ZAPP shell.

For more information, see [ZENworks Application 2017](#).

## 1.3.3 ZCC Helper

Using ZCC Helper, Remote management, File upload, Group policy and Icon selector can be launched from ZENworks Control Center (ZCC) in a browser-independent manner. This will ensure seamless ZCC operations when browsers remove support for plug-ins and ActiveX controls in the future.

## 1.3.4 System Update

The new system update workflow enables you to track the status of all system updates on Primary Servers in ZENworks Control Center (ZCC). Some of the main highlights of this feature include:

- ♦ Services on all Primary Servers are automatically stopped, when required.
- ♦ Prerequisite checks performed prior to the deployment of the system update.
- ♦ Server updates can be performed on all Primary Servers simultaneously.
- ♦ Introduction of the Prepare and Configure stages in the system update workflow to ensure the successful deployment of system updates.
- ♦ The Appliance can be updated based on the operating system requirements.
- ♦ Post ZENworks 2017, updates will be deployed through ZCC.
- ♦ Post ZENworks 2017, full updates will be cumulative for both the agent and the server.

For more information, see the [ZENworks System Updates Reference](#).

## 1.3.5 Database Optimization

ZENworks 2017 facilitates database optimization with the following features:

- ♦ Content tables are updated by ZENLoader to provide easier reporting and improved performance.
- ♦ Effective assignments are precomputed and cached by the server. This operation is ignored during a manual or quick task refresh. Precomputation improves the performance and reporting time for effective assignments and they are performed using ZENLoader.

## 1.3.6 Bundle Management

The terminology **Verify** is changed to **Repair** and its function remain the same as in NAL.

## 1.4 ZENworks Asset Management

- ♦ [Section 1.4.1, “ZENcollector,” on page 10](#)
- ♦ [Section 1.4.2, “License Compliance Dashboard,” on page 10](#)
- ♦ [Section 1.4.3, “Web App Usage Tracking,” on page 11](#)
- ♦ [Section 1.4.4, “Per Machine Multi-version License Model,” on page 11](#)
- ♦ [Section 1.4.5, “Dynamic Groups and Folders for Per-Machine Entitlement,” on page 11](#)
- ♦ [Section 1.4.6, “Quick Task for Full Inventory Scan,” on page 11](#)

### 1.4.1 ZENcollector

To support the latest software and hardware technology, a new inventory collector called ZENcollector is introduced in ZENworks 2017. The ZENcollector ensures support for the latest and future devices, software and technologies. Using this feature, you can get better hardware and software inventory data at significantly minimized scan time. ZENcollector is available in all modes of operation (Managed, Inventory Only and Portable Collector) on a Windows environment.

For more information, see [Using the Portable Collector](#) in the [ZENworks Asset Inventory Reference](#).

### 1.4.2 License Compliance Dashboard

To effectively manage software licenses and to view compliance for software products installed in an organization, ZENworks 2017 introduces a new License Compliance Dashboard under the Asset Management module. The Dashboard includes the following tabs:

- ♦ [“Compliance” on page 10](#)
- ♦ [“Licensed Products” on page 11](#)

### Compliance

The License Compliance tab provides a quick overview of all the licensed software products that are compliant, under licensed or over licensed. Along with this information, it also lists the top licensed products along with their deficit, surplus and balanced license counts.

## Licensed Products

The Licensed Products tab displays a consolidated view of the licensed products and their Entitlements, Discovered Products and Catalog Products along with the number of licenses available and number of licenses consumed.

Using the Licensed Products tab, you can also create a new licensed product from the list of available discovered products. This new wizard significantly simplifies the creation of a licensed product and its associated license entitlement, purchase record and catalog product in few easy steps.

For more information, see [Asset Management Dashboard](#).

### 1.4.3 Web App Usage Tracking

ZENworks 2017 supports Web App Usage Tracking on all popular web browsers such as Chrome, Firefox, Internet Explorer and Edge.

### 1.4.4 Per Machine Multi-version License Model

ZENworks 2017 supports a new type of license entitlement model called Per Machine Multi-version. In this license model, if there are multiple discovered products, such as older and newer versions added under coverage, the license consumption count will be one even if both the older and newer versions are installed on the same machine.

### 1.4.5 Dynamic Groups and Folders for Per-Machine Entitlement

Dynamic groups and folders can be assigned to the Per-Machine entitlement coverage. On such an assignment, when ZENworks identifies that the selected software is installed on a device and that device is part of a group or a folder, it then automatically calculates license consumption and compliance assuming that the device is covered by the Per-Machine entitlement.

### 1.4.6 Quick Task for Full Inventory Scan

ZENworks 2017 introduces a new quick task to perform full inventory scans on devices. This new quick task can be run from ZENworks Control Center, and the scanned inventory data will be uploaded to the server based on the schedule set by the administrator. This quick task works even with older versions of ZENworks (11.4.x) agents running on Windows, Linux and Mac devices.

## 1.5 ZENworks Reporting

Changes in ZENworks Reporting 6.2.1 include the following:

- ♦ **ZENworks Reporting 6.2.1:**
  - ♦ Usability and interface improvements, including improvements to crosstabs, particularly when working with row and column groups.
  - ♦ Improvements to the UI for the Maps.
  - ♦ A new grid layout that makes it easier to place elements in containers, such as bands, tables, crosstabs, and frames.
  - ♦ Ability to combine reports that have varying page layout formats within a single workbook.

- ♦ Enables report designers to create an Ad Hoc Report Template in Jaspersoft Studio that displays the Ad Hoc filter values when viewing an Ad Hoc report.
- ♦ Variable Page Format Support enables report designers to combine reports that have different page layout formats within a single workbook. This enables designers to create highly customized content within a single report.
- ♦ **New Features in Ad Hoc Viewer and Editor:**
  - ♦ Crosstab cells can be unmerged to show individual rows.
  - ♦ Legends and various labels can be formatted to make better use of the chart canvas.
  - ♦ Ability to search for a domain object.
- ♦ **Bundle Domain:** A new bundle domain is available with ZENworks 2017 for creation of reports on ZENworks Bundles. This domain has been optimized for performance and has been designed to meet common use cases.
- ♦ **Dashboard:** A new web-based dashboard design environment lets you create web responsive dashboards that include new visualizations, reports, Ad Hoc views, input controls, filters and web pages for more interactive and responsive dashboards.
  - ♦ Dashboard Hyperlink: Define hyperlink behavior for a chart or report dashlet. Using this feature you can specify an internal or external URL for the dashlet.
  - ♦ Dashboard HTTP Parameters: Dashboards created with the new Dashboard Designer can be displayed through HTTP, which now includes the ability to pass parameters into a dashboard.
  - ♦ Self-hyperlinks are now supported in report dashlets.
  - ♦ Dashlets dragged onto the canvas automatically resize to fit the available space.
- ♦ **Chart Types:** Multiple chart types are available in ZENworks Reporting. These include Heat Maps, Tree charts, Semi pie, 3D pie, Bar charts, and Solid gauges.
- ♦ **Performance:** Includes performance improvements across ZENworks Reporting.
- ♦ **Schedule Master View:** Scheduled jobs can be viewed and managed using the Schedule Master view.

## 1.6 ZENworks Full Disk Encryption

New features for Full Disk Encryption in ZENworks 2017 include the following:

- ♦ [Section 1.6.1, “Enhanced Audit Events,” on page 12](#)
- ♦ [Section 1.6.2, “Enabling Encryption Lockdown,” on page 13](#)
- ♦ [Section 1.6.3, “Customizing System-Generated ERI File Passwords,” on page 13](#)

### 1.6.1 Enhanced Audit Events

Disk encryption policies can now generate an audit event each time a volume is encrypted or decrypted. The events display in Agent Events when added and enabled in **Events Configuration > Agent Events**.

## 1.6.2 Enabling Encryption Lockdown

The **Enable encryption lockdown** setting was added to the **Encryption Settings** in the Disk Encryption policy configuration. When selected, this setting prevents drive decryption when a Disk Encryption policy is removed from a device, unless the setting is disabled before the policy is removed.

For more information, see the ZENworks Control Center Help in the Disk Encryption Policy configuration (Step 5).

## 1.6.3 Customizing System-Generated ERI File Passwords

The **Use common password for system-generated ERI files** setting was added to the **Emergency Recovery Information (ERI) Settings** in the Disk Encryption policy configuration. When this option is selected, all system-generated ERI files will use the password that is specified in this setting.

For more information, see the ZENworks Control Center Help in the Disk Encryption Policy configuration (Step 5).

# 1.7 ZENworks Patch Management

Changes to Patch Management in ZENworks 2017 include the following:

- ♦ [Section 1.7.1, “Removal of the Mandatory Baseline Feature,” on page 13](#)
- ♦ [Section 1.7.2, “Migrating to Red Hat Subscription Management \(RHSM\),” on page 14](#)
- ♦ [Section 1.7.3, “Removal of SLE 12 Network Credential Settings,” on page 14](#)
- ♦ [Section 1.7.4, “Support Added for SLE 12 SP1 Patches,” on page 14](#)
- ♦ [Section 1.7.5, “Enhanced Display for Patch and Not Patched Filters,” on page 14](#)

## 1.7.1 Removal of the Mandatory Baseline Feature

Mandatory Baseline became obsolete with the incorporation of patch policies in ZENworks 11 SP3. If you are still using baseline patches when you upgrade to ZENworks 2017, those patches will be converted to patch policies.

Refer to the information below for the changes you will see from mandatory baseline deprecation:

- ♦ If any groups have an existing baseline when you access Patch Management for the first time, a one time notice informs you that the baseline feature is deprecated and baseline patches will be converted to patch policies.
- ♦ Mandatory Baseline filter options are removed from the Search panel. You will not be able to filter on baseline patches.
- ♦ Device assignments in bundles related to baseline patches are removed. When new patch policies are created from baseline patches, new relationships are created in the policies to ensure devices are still assigned the patches.
- ♦ Mandatory Baseline Settings are removed from the Patch Management panel on the Configuration page.
- ♦ Items related to baselines are no longer available in the Action menu when one or more patches are selected in the Patches page.

- When accessing the Patch Management > Dashboard, the graph for Mandatory Baseline Compliance is no longer displayed.
- Reports related to baseline patches are no longer provided in the ZENworks Reporting console.
- Mandatory baseline audit events are no longer generated.

## 1.7.2 Migrating to Red Hat Subscription Management (RHSM)

ZENworks Patch Management added support for the Red Hat Subscription Management service, which is the latest model provided by Red Hat to register for Red Hat subscriptions. All Red Hat client subscriptions will be required to use RHSM by July 31, 2017.

RHSM is the preferred subscription service for Red Hat client systems, because it uses on-premises tools that are easy, flexible, and low-cost. RHSM is hosted on the cloud and is an efficient way to download only the software that is required.

**Migrating to RHSM:** Changing the Red Hat subscription model to RHSM is a two step process for Red Hat systems in the ZENworks Management Zone:

- 1 Migrating the subscription service via the Red Hat website.
- 2 Configuring the service in ZENworks Patch Management.

For information on the configuration setting, see the ZENworks Control Center Help in the [Configuration > Patch Management > Subscription Service Content Download](#) page.

## 1.7.3 Removal of SLE 12 Network Credential Settings

Because SUSE Linux Enterprise (SLE) 12 products no longer require access to a subscription repository that requires credentials, the settings for entering network credentials in the ZENworks Patch Management Subscription Configuration for SLED12 and SLES12 have been removed. SLE 12 products automatically access updates.suse.com, which is protected by token, and authorized by the content delivery network (CDN).

## 1.7.4 Support Added for SLE 12 SP1 Patches

Support was added for SLE Service Pack 1 patches.

## 1.7.5 Enhanced Display for Patch and Not Patched Filters

Patched and Not Patched filter options in the Search pane now accurately display the total number of applicable devices\* for each patch listed in the Patches page. In ZENworks 11 SP4 and earlier versions, if the check box for one of the two filter options was not selected, the column for that option would display zero for every patch on the page, regardless of the true number that would display if the filter option were selected.

\* The sum of the two numbers displayed in the Patch and Non Patched columns for a given patch (row) equal the total number of devices applicable to that patch.