

Getting Started Guide

Novell® ZENworks® Suite

7 SP1 R3

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About This Guide

This *Novell ZENworks 7 Getting Started Guide* introduces you, the network administrator, to the desktop, handheld, and server management capabilities of Novell® ZENworks®. The guide is organized as follows:

- ♦ Chapter 1, “Introduction,” on page 9
- ♦ Chapter 2, “Installation,” on page 23
- ♦ Chapter 3, “Upgrade,” on page 25
- ♦ Appendix A, “Documentation Updates,” on page 31

Audience

This guide is intended to introduce the ZENworks 7 Suite and its contents to network administrators or IT executives responsible for managing network resources in large enterprises.

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, or go to www.novell.com/documentation/feedback.html (<http://www.novell.com/documentation/feedback.html>) and enter your comments there.

Documentation Updates

For the most recent version of the *Getting Started Guide*, visit the [Novell ZENworks 7 Documentation Web site](http://www.novell.com/documentation/zenworks7/) (<http://www.novell.com/documentation/zenworks7/>).

Additional Documentation

For additional ZENworks 7 documentation, visit the [Novell ZENworks 7 Documentation Web site](http://www.novell.com/documentation/zenworks7/) (<http://www.novell.com/documentation/zenworks7/>).

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In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux* or UNIX* , should use forward slashes as required by your software.

Introduction

1

Through the use of identity-based, policy-driven automation, Novell® ZENworks® 7 Suite simplifies the management of resources for handhelds, desktops, and servers across a variety of operating systems. Whether you manage by user, by device, or by a combination of both, ZENworks enables efficient application management, patch management, asset management, and operating system migration.

Before you begin installing, we recommend that you review the following sections to become familiar with the ZENworks 7 Suite products and CD organization:

- ♦ [Section 1.1, “ZENworks 7 Suite Products,” on page 9](#)
- ♦ [Section 1.2, “ZENworks 7 CD Organization,” on page 13](#)

1.1 ZENworks 7 Suite Products

ZENworks 7 includes the following management products:

- ♦ [Section 1.1.1, “Desktop Management,” on page 9](#)
- ♦ [Section 1.1.2, “Server Management,” on page 10](#)
- ♦ [Section 1.1.3, “Handheld Management,” on page 10](#)
- ♦ [Section 1.1.4, “Linux Management,” on page 11](#)
- ♦ [Section 1.1.5, “Asset Inventory,” on page 11](#)
- ♦ [Section 1.1.6, “Data Management,” on page 11](#)
- ♦ [Section 1.1.7, “Instant Messenger,” on page 12](#)
- ♦ [Section 1.1.8, “Software Packaging,” on page 12](#)
- ♦ [Section 1.1.9, “Personality Migration,” on page 13](#)
- ♦ [Section 1.1.10, “Patch Management,” on page 13](#)

1.1.1 Desktop Management

ZENworks 7 Desktop Management enables you to manage Windows* desktops and laptops, including the ability to:

- ♦ Automate distribution of desktop, thin-client, and Web applications, as well as provide self-healing of applications.
- ♦ Remotely manage workstations, including file transfers and real-time diagnostics.
- ♦ Inventory workstation hardware and software for both troubleshooting and auditing purposes.
- ♦ Deploy standard operating environments through the use of workstation imaging.
- ♦ Maintain standard operating environments through user and workstation policies that control workstation environments and behavior.

Desktop Management is provided on the *ZENworks 7 Desktop Management CD 1* (English, French, German, Portuguese, and Spanish) and on the *ZENworks 7 Desktop Management CD 2* (English, Chinese Traditional, and Chinese Simplified). For more detailed information about Desktop Management, see “[What Is ZENworks Desktop Management?](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

1.1.2 Server Management

ZENworks 7 Server Management enables you to manage NetWare[®], Windows, Linux, and Solaris* servers, including the ability to:

- ◆ Deploy application and data files across all server platforms regardless of server location to ensure a secure and consistent environment.
- ◆ Enforce and update server configuration, including both mass configurations and remote configurations.
- ◆ Inventory server hardware and software for auditing and capacity planning across multiple server platforms.
- ◆ Automate routine server management processes to ensure consistency and timely completion.
- ◆ Use policies to control server environments and behavior.
- ◆ Discover servers, monitor real-time and historical data, receive and process SNMP traps for critical server parameters, and generate reports.

Server Management is provided on the *ZENworks 7 Server Management CD*. For more detailed information about Server Management, see “[What Is ZENworks Server Management?](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

1.1.3 Handheld Management

ZENworks 7 Handheld Management enables you to manage Palm*, Windows CE, Pocket PC, and BlackBerry* handheld devices, including the ability to:

- ◆ Distribute applications and content to devices.
- ◆ Secure information by using password enforcement, integration, self-destruct, and lockout capabilities.
- ◆ Optimize low-bandwidth connectivity through the use of compression, checkpoint restart, delta technology, and configurable bandwidth technology.
- ◆ Inventory device hardware and software and use detailed queries to generate reports.
- ◆ Automate device setup and standardize settings and programming.
- ◆ Retrieve files from devices to protect data and integrate it with corporate data.
- ◆ Remotely view or control IP-enabled Windows CE devices.
- ◆ Synchronize the system password on the handheld device with the user’s network password.
- ◆ Assign multiple access points to a handheld device and define the order of the access points to which the device must connect.
- ◆ Install software at a predefined time even when the device is not connected to the network.
- ◆ Uninstall software from Windows CE devices by using the handheld policy.
- ◆ Delete files from Palm or Windows CE devices by using the handheld policy.

Handheld Management is provided on the *ZENworks 7 Handheld Management* CD. This product was modified for Release 2. For more detailed information about Handheld Management, see “[What Is Novell Handheld Management?](#)” in the *Novell ZENworks 7 Handheld Management Installation Guide*.

1.1.4 Linux Management

ZENworks 7 Linux Management lets you centrally control Linux software configurations for both servers and workstations, including the ability to:

- ◆ Manage users and organize groups of machines for installations and updates.
- ◆ Integrate with leading software update systems such as SUSE® YAST and Red Hat* Network.
- ◆ Roll back software packages to pre-update versions if unintended problems are caused by the update.
- ◆ Automatically resolve software package requirements before updating to ensure that all dependencies are met.

Linux Management is provided on the *ZENworks 7 Linux Management* program CD. For more detailed information about Linux Management, see Overview section in the *Novell ZENworks 7 Linux Management Installation Guide* (<http://www.novell.com/documentation/zlm72/lm7install/data/front.html>).

1.1.5 Asset Inventory

Asset Inventory, a component of ZENworks 7.5 Asset Management, lets you customize and manage the inventory of hardware and software in your enterprise:

- ◆ Set up collection schedules to determine when inventory data is collected from workstations and customize many aspects of the inventory process itself.
- ◆ Control how inventory data is organized and grouped by Collection Domains and Collection Servers.
- ◆ Assign different roles to inventory users, giving you control over who can work with inventory data and what kinds of changes they can make.
- ◆ Analyze the inventory data through queries and reports and edit the data when necessary.

Asset Inventory is provided on the *ZENworks 7 Asset Management* CD. You can choose whether to install only the Asset Inventory component, to install a 90-day evaluation version of the complete ZENworks Asset Management product, or to install a full version of ZENworks Asset Management product (this requires the purchase of a separate Asset Management license). For more detailed information, see the *ZENworks 7.5 Asset Management Installation Guide*. (<http://www.novell.com/documentation/zam75/>).

1.1.6 Data Management

ZENworks 7 Data Management, powered by Novell iFolder®, enables you to manage the storage of users’ files, including the ability to:

- ◆ Provide users with access to their files from anywhere—online or offline—across multiple workstations and the Internet.
- ◆ Provide users with a simple, convenient, and secure way to back up and synchronize their files.

Data Management is included on the *ZENworks 7 Data Management and Instant Messenger CD*. For more detailed information about how you can use Novell iFolder for data management, see the *Novell iFolder 2.1 Installation and Administration Guide* (<http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html>). This guide includes all relevant updates for Novell iFolder 2.1x.

1.1.7 Instant Messenger

Instant Messenger, powered by GroupWise® Messenger, is a messaging solution that delivers security, manageability, and business-class functionality. Using Instant Messenger, your organization can enjoy:

- ♦ Secure communications among employees to protect sensitive information.
- ♦ Policy-based management through Novell eDirectory™ to simplify administration.
- ♦ Business-class functionality designed especially for the enterprise environment.

This corporate instant messaging solution, which is based on Novell eDirectory and is LDAP-enabled, is included on the *ZENworks 7 Data Management and Instant Messenger CD*. For more detailed information about how you can use Instant Messenger in your environment, see “*Novell Messenger 2.0 Installation Guide* (http://www.novell.com/documentation/nm2/nm2_install/index.html?page=/documentation/nm2/nm2_install/data/a20gkue.html)”

1.1.8 Software Packaging

ZENworks 7 Software Packaging, powered by Macrovision* FLEXnet AdminStudio* ZENworks Edition, enables you to manage Microsoft Windows Installer (MSI) packages, including the ability to:

- ♦ Convert legacy-based installs to MSI packages, including migration of ZENworks AOT and AXT packages to MSI packages.
- ♦ Customize MSI packages for your organization's varying needs.
- ♦ Automate creation of directory objects used for management and distribution of the MSI package.

Software Packaging is provided on the *ZENworks 7 Software Packaging CD*. To license AdminStudio ZENworks Edition, install the product, then launch any of the components included in the ZENworks Edition (Repackager, Tuner, and Distribution Wizard). On the first launch, a dialog box prompting for a license code is displayed. You can use the link listed in the dialog box to register with Macrovision.

The registration requires that you furnish basic contact information. When you provide this information, Macrovision immediately e-mails a license code that you can use to activate AdminStudio ZENworks Edition. The registration covers all AdminStudio ZENworks Edition components and needs to be completed only once. After registration, all components function normally.

For more detailed information about ZENworks 7 Software Packaging, see the *Macrovision FLEXnet AdminStudio 8 ZENworks Edition Installation Guide* (<http://www.novell.com/documentation/zenworks7/pdfdoc/spinstall/AS8ZENWorksInstallGuide.pdf>).

1.1.9 Personality Migration

ZENworks 7 Personality Migration, powered by Unicenter* Desktop DNA* from Computer Associates, enables you to efficiently migrate and restore a full desktop environment, including the ability to:

- ◆ Control migration of system settings, desktop settings, and application settings.
- ◆ Control migration of folders and files.
- ◆ Use typical migrations or create custom migrations.
- ◆ Automate migrations.
- ◆ Back up and restore desktop environments.

Personality Migration is provided on the *ZENworks 7 Personality Migration* CD. For more detailed information about Personality Migration, see the *Novell ZENworks 7 Personality Migration Installation Guide*.

1.1.10 Patch Management

ZENworks 7 Patch Management, powered by PatchLink Update*, enables you to manage the software update and patch process across NetWare and Windows operating systems, including the ability to:

- ◆ Apply all required updates and patches to new installations to match corporate standards.
- ◆ Patch all major vendors' software, including Novell, Microsoft*, IBM*, Adobe*, Corel*, Symantec*, McAfee*, WinZip, Citrix*, and many others.
- ◆ Review detailed patch information to determine what patches are right for your organization.
- ◆ Target specific machines to ensure that the correct machines get the correct patches.
- ◆ Schedule the update times.
- ◆ Generate reports on patch compliance.

Patch Management is provided on the *ZENworks 7 Patch Management* CD. For more detailed information about Patch Management, see the *ZENworks Patch Management User Guide* (<http://www.novell.com/documentation/zenworks7/pdfdoc/ptm7admin/ptm7admin.pdf>).

1.2 ZENworks 7 CD Organization

There are no ISO images or CDs for the ZENworks 7 Suite with Support Pack 1 Interim Release 1 (SP1 IR1). This release is a fully-supported patch available from [Novell Support](http://download.novell.com/index.jsp) (<http://download.novell.com/index.jsp>). For information about downloading and installing the interim release, see the ZENworks 7 Desktop Management SP1 IR1 readme or the ZENworks 7 Server Management SP1 IR1 readme.

The contents of ZENworks 7 with Support Pack 1 Release 2 CDs are listed in the table below.

Table 1-1 Contents of the ZENworks 7 with Support Pack 1 Release 2 CDs.

| CD Name | ISO Name | Contents |
|---|---|---|
| <i>Desktop Management 1</i> | zen7_with_sp1_r2_deskto pmsgmt1.iso | Use this CD to install the English, German, Portuguese, French, or Spanish version of Desktop Management. <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Desktop Management software for Windows workstations and NetWare and Windows servers |
| <i>Desktop Management 2</i> | zen7_with_sp1_r2_deskto pmsgmt2.iso | Use this CD to install the English, Chinese Traditional, or Chinese Simplified version of Desktop Management. <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Desktop Management software for Windows workstations and NetWare and Windows servers |
| <i>Desktop Management Services on Linux</i> | zen7_with_sp1_r2_deskto pmsgmtlinux.iso | <ul style="list-style-type: none"> ◆ ZENworks installation script ◆ Desktop Management software for OES Linux, SLES 9 SP3, and SLES 10 servers |
| <i>Linux Management</i> | zen72_linuxmanagement.i so | <ul style="list-style-type: none"> ◆ ZENworks Installation script ◆ Linux Management software |
| <i>Server Management</i> | zen7_with_sp1_r2_server mgmt.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Server Management software |
| <i>Handheld Management</i> | zen7_with_sp1_r2_handhe ldmgmt.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Handheld Management software |
| <i>Asset Inventory</i> | zen75_assetinv.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ ZENworks Asset Inventory software |
| <i>Data Management/Messenger</i> | zen7_with_sp1_r2_datamg mt_messenger.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Novell iFolder 2.1.7 software ◆ GroupWise Messenger 2.0.2 software |
| <i>Software Packaging</i> | zen7_with_sp1_r2_softwa repackaging.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ AdminStudio 8 ZENworks Edition software |
| <i>Personality Migration</i> | zen7_with_sp1_r2_person alitymigration.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Unicenter Desktop DNA R11.1 software |
| <i>Patch Management</i> | zen7_with_sp1_r2_patchm gmt.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ PatchLink* Update 6.3 software |

| CD Name | ISO Name | Contents |
|--------------------|---------------------------------|--|
| <i>Companion 1</i> | zen7_with_sp1_r2_companion1.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Novell ConsoleOne® 1.3.6e ◆ Novell iManager 2.6 ◆ Novell eDirectory 8.8.1 for Windows¹ ◆ Novell eDirectory 8.8.1 for Linux¹ |
| <i>Companion 2</i> | zen7_with_sp1_r2_companion2.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Novell Identity Manager 3 Bundle Edition ◆ Adobe Acrobat* Reader 5.0.5 ◆ Novell International Cryptographic Infrastructure 2.6.4 (NICI) ◆ Microsoft Windows Installer ◆ ZENworks Database Drivers ◆ ZENworks Inventory and Remote Management Console |

| CD Name | ISO Name | Contents |
|--------------------|-------------------------------|---|
| <i>Companion 3</i> | zen7_with_sp1_companion_3.iso | <p>cl-zen7-snap.cpk The ZENworks 7 Desktop Management with SP1 snap-ins for updating ConsoleOne.</p> <p>language-agent.cpk The Language Agent MSI files (one for each supported language) for all supported platforms.</p> <p>standalone_zdm7sp1_linux.tar.gz The standalone Linux OES CPK package processor for use on all operating systems. This does not require the purchase or installation of ZENworks 7 Server Management.</p> <p>zdl7-imgstart.cpk Restarts the novell-tftp and novell-zmgprebootpolicy daemons on OES Linux servers.</p> <p>zdl7mbcksp1.cpk Automatically upgrades the Desktop Management Server and Middle Tier components installed on Novell Open Enterprise Server (OES) Linux servers.</p> <p>zdl7-proxystart.cpk Restarts the novell-proxydhcp daemon on OES Linux servers.</p> <p>zdl-pxe-imagestop.cpk Sent in advance to stop imaging on OES Linux servers.</p> <p>zsm7sp1_invagnt.cpk Upgrades Inventory in Server Management.</p> <p>zsm7sp1_remmgmt.cpk Upgrades Remote Management in Server Management.</p> <p>zsm71_polydist.cpk Upgrades Policies and Distribution in Server Management.</p> |

| CD Name | ISO Name | Contents |
|--------------------|-------------------------------|---|
| <i>Companion 4</i> | zen7_with_sp1_companion_4.iso | <p>cl-zen7-snap.cpk The ZENworks 7 Desktop Management with SP1 snap-ins for updating ConsoleOne.</p> <p>language-agent.cpk The Language Agent MSI files (one for each supported language) for all supported platforms.</p> <p>standalone_zdm7sp1_n-w.zip The standalone NetWare/Windows CPK package processor for use on all operating systems. This does not require the purchase or installation of ZENworks 7 Server Management.</p> <p>startinv.cpk Starts Inventory services after upgrading, including restarting Sybase*.</p> <p>startwol.cpk Starts the Wake-on-LAN service after upgrading the service.</p> <p>stopinv.cpk Stops Inventory services before upgrading, including stopping the Sybase database without prompting.</p> <p>stopwol.cpk Stops the Wake-on-LAN service before upgrading the service.</p> <p>zdn7bksp1.cpk For English only, upgrades the Desktop Management Server component installed on NetWare servers (including OES NetWare).</p> <p>zdn7midsp1.cpk Upgrades the Middle Tier component installed on NetWare servers (including OES NetWare).</p> <p>zdw7bksp1.cpk Upgrades the Desktop Management Server component installed on Windows servers.</p> <p>zdw7midsp1.cpk Upgrades the Middle Tier component installed on Windows servers.</p> |

The current ZENworks 7 Media Kit available for purchase consists of the ZENworks 7 with Support Pack 1 Release 3 products. The contents of those CDs are listed in the table below

Table 1-2 Contents of the ZENworks 7 with Support Pack 1 Release 3 CDs.

| CD Name | ISO Name | Contents |
|---|---|---|
| <i>Desktop Management 1</i> | zen7_with_sp1_desktopmgmt1.iso | Use this CD to install the English, German, Portuguese, French, or Spanish version of Desktop Management. <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Desktop Management software for Windows workstations and NetWare and Windows servers |
| <i>Desktop Management 2</i> | zen7_with_sp1_desktopmgmt2.iso | Use this CD to install the English, Chinese Traditional, or Chinese Simplified version of Desktop Management. <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Desktop Management software for Windows workstations and NetWare and Windows servers |
| <i>Desktop Management Services on Linux</i> | zen7_with_sp1_ir2_desktopmgmtlinux.iso | <ul style="list-style-type: none"> ◆ ZENworks installation script ◆ Desktop Management software for OES Linux, SLES 9 SP3, and SLES 10 servers |
| <i>Linux Management</i> | zlm72_agent.iso, zlm72_server.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation script ◆ Linux Management software |
| <i>Server Management</i> | zen7_with_sp1_servermgmt.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Server Management software |
| <i>Handheld Management</i> | zen7_with_sp1_r2_handheldmgmt.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Handheld Management software |
| <i>Asset Inventory</i> | zen75_assetinv.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ ZENworks Asset Inventory software |
| <i>Data Management/Messenger</i> | zen7_with_sp1_r2_datamgmt_messenger.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Novell iFolder 2.1.7 software ◆ GroupWise Messenger 2.0.2 software |
| <i>Software Packaging</i> | zen7_softwarepackaging_8.0.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ AdminStudio 8 ZENworks Edition software |
| <i>Personality Migration</i> | zen7_personalitymigration_11.1.3.17.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Unicenter Desktop DNA R11.1 software |
| <i>Patch Management</i> | zen7_patchmgmt6.4.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ PatchLink* Update 6.4 software |

| CD Name | ISO Name | Contents |
|--------------------|----------------------------------|--|
| <i>Companion 1</i> | zen7_with_sp1_companion 1.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Novell ConsoleOne® 1.3.6e ◆ Novell iManager 2.6 ◆ Novell eDirectory 8.8.1 for Windows¹ ◆ Novell eDirectory 8.8.1 for Linux¹ |
| <i>Companion 2</i> | zen7_with_sp1_companion 2.iso | <ul style="list-style-type: none"> ◆ ZENworks Installation program ◆ Novell Identity Manager 3 Bundle Edition ◆ Adobe Acrobat* Reader 5.0.5 ◆ Novell International Cryptographic Infrastructure 2.6.4 (NICI) ◆ Microsoft Windows Installer ◆ ZENworks Database Drivers ◆ ZENworks Inventory and Remote Management Console |

| CD Name | ISO Name | Contents | |
|--------------------|----------------------------------|--|---|
| <i>Companion 3</i> | zen7_with_sp1_companion 3.iso | cl-zen7-snap.cpk <i>language-agent.cpk</i> standalone_zdm7sp1 _linux.tar.gz zdl7-imgstart.cpk zdl7mbcksp1.cpk zdl7- proxystart.cpk zdl-pxe- imagestop.cpk zsm7sp1_invagnt.cp k zsm7sp1_remmgmt.cp k zsm71_polydist.cpk | The ZENworks 7 Desktop Management with SP1 snap-ins for updating ConsoleOne. The Language Agent MSI files (one for each supported language) for all supported platforms. The standalone Linux OES CPK package processor for use on all operating systems. This does not require the purchase or installation of ZENworks 7 Server Management. Restarts the novell-tftp and novell-zmgprebootpolicy daemons on OES Linux servers. Automatically upgrades the Desktop Management Server and Middle Tier components installed on Novell Open Enterprise Server (OES) Linux servers. Restarts the novell-proxydhcp daemon on OES Linux servers. Sent in advance to stop imaging on OES Linux servers. Upgrades Inventory in Server Management. Upgrades Remote Management in Server Management. Upgrades Policies and Distribution in Server Management. |

| CD Name | ISO Name | Contents | |
|--------------------|----------------------------------|---|---|
| <i>Companion 4</i> | zen7_with_sp1_companion 4.iso | cl-zen7-snap.cpk <i>language-agent.cpk</i> standalone_zdm7sp1 _n-w.zip startinv.cpk startwol.cpk stopinv.cpk stopwol.cpk zdn7bksp1.cpk zdn7midsp1.cpk zdw7bksp1.cpk zdw7midsp1.cpk | The ZENworks 7 Desktop Management with SP1 snap-ins for updating ConsoleOne. The Language Agent MSI files (one for each supported language) for all supported platforms. The standalone NetWare/Windows CPK package processor for use on all operating systems. This does not require the purchase or installation of ZENworks 7 Server Management. Starts Inventory services after upgrading, including restarting Sybase*. Starts the Wake-on-LAN service after upgrading the service. Stops Inventory services before upgrading, including stopping the Sybase database without prompting. Stops the Wake-on-LAN service before upgrading the service. For English only, upgrades the Desktop Management Server component installed on NetWare servers (including OES NetWare). Upgrades the Middle Tier component installed on NetWare servers (including OES NetWare). Upgrades the Desktop Management Server component installed on Windows servers. Upgrades the Middle Tier component installed on Windows servers. |

¹The ZENworks 7 Suite does not support encrypted attributes, a feature included in Novell eDirectory 8.8x.

For more information about the CPKs on the *Companion 3* and *Companion 4* CDs, see “[Upgrading to Support Pack 1 Using Server Software Packages](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.

IMPORTANT: The Novell software included on the ZENworks 7 *Companion* CDs is provided for your convenience. Although the version of a given software product on these CDs might be later than the required minimum version documented for use in ZENworks 7 with SP1 R2, interoperability testing has also been performed with these later releases.

Installation

2

The following sections provide information about installing Novell® ZENworks® 7 Suite in a new environment.

- ♦ [Section 2.1, “Installation Order,” on page 23](#)
- ♦ [Section 2.2, “Where to Find Installation Documentation,” on page 23](#)

2.1 Installation Order

You can install the ZENworks 7 Suite products in any order.

2.2 Where to Find Installation Documentation

Before beginning the installation of a ZENworks 7 Suite product, we strongly encourage you to read the product’s installation documentation.

NOTE: You can find installation information for ZENworks 7 Desktop Management with Support Pack 1 Interim Release 1 and for ZENworks 7 Server Management with Support Pack 1 Interim Release 1 in their respective readmes. These readmes can be accessed from the [ZENworks 7 documentation Web page \(http://www.novell.com/documentation/zenworks7/index.html\)](http://www.novell.com/documentation/zenworks7/index.html).

The following list provides directions for locating the documentation for the latest full release of ZENworks 7. You can also access the documentation from the installation program menus.

- ♦ **Desktop Management:** To view the installation documentation, click the following link:
[Novell ZENworks 7 Desktop Management Installation Guide](#)
- ♦ **Server Management:** To view the installation documentation, click the following link:
[Novell ZENworks 7 Server Management Installation Guide](#)
- ♦ **Handheld Management:** To view the installation documentation, click the following link:
[Novell ZENworks 7 Handheld Management Installation Guide](#)
- ♦ **Linux Management:** To view the installation documentation, click the following link:
[Novell ZENworks 7.2 Linux Management Installation Guide \(http://www.novell.com/documentation/zlm72\)](http://www.novell.com/documentation/zlm72)
- ♦ **Asset Inventory:** To view the installation documentation, click the following link:
[ZENworks 7.5 Asset Management Installation Guide \(http://www.novell.com/documentation/zam75/pdfdoc/am75install/asset_management_installation_guide.pdf\)](http://www.novell.com/documentation/zam75/pdfdoc/am75install/asset_management_installation_guide.pdf)
- ♦ **Data Management:** Data Management is powered by Novell iFolder® 2.1. To view the installation documentation, click the following link:
[Novell iFolder 2.1 Installation and Administration Guide \(http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html\)](http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html)
- ♦ **Novell Messenger:** To view the installation documentation, see [Novell Messenger 2.0 Installation Guide \(http://www.novell.com/documentation/nm2/nm2_install/index.html?page=/documentation/nm2/nm2_install/data/a20gkue.html\)](http://www.novell.com/documentation/nm2/nm2_install/index.html?page=/documentation/nm2/nm2_install/data/a20gkue.html)

- ♦ **Software Packaging:** Software packaging is powered by Macrovision FLEXnet AdminStudio 8 ZENworks Edition. To view the installation documentation, click the following link:

Macrovision FLEXnet AdminStudio 8 ZENworks Edition Installation Guide (<http://www.novell.com/documentation/zenworks7/pdfdoc/spinstall/AS8ZENworksInstallGuide.pdf>)

- ♦ **Personality Migration:** Personality Migration is powered by Unicenter Desktop DNA R11.1. To view the installation documentation, click the following link:

Novell ZENworks 7 Personality Migration Installation Guide

- ♦ **Patch Management:** Patch Management is powered by PatchLink Update 6.3. To view the Agent installation documentation, click the following link:

Novell Patch Management Agent Installation Guide (<http://www.novell.com/documentation/zenworks7/pdfdoc/ptm7install/ptm7ainstall.pdf>)

To view the Server installation documentation, click the following link:

Novell Patch Management Server Installation Guide (<http://www.novell.com/documentation/zenworks7/pdfdoc/ptm7install/ptm7sinstall.pdf>)

This section applies only if your environment already has a Novell® ZENworks® product installed. If it does not, see [Chapter 2, “Installation,” on page 23](#).

- ♦ [Section 3.1, “What's New in ZENworks 7 with Support Pack 1 Interim Release 1,” on page 25](#)
- ♦ [Section 3.2, “What's New in ZENworks 7 with Support Pack 1 Release 3,” on page 26](#)
- ♦ [Section 3.3, “Upgrade Order,” on page 27](#)
- ♦ [Section 3.4, “Where to Find Upgrade Documentation,” on page 28](#)

3.1 What's New in ZENworks 7 with Support Pack 1 Interim Release 1

ZENworks 7 Suite with Support Pack 1 Interim Release 1 (SP IR1) includes updates to the following products:

- ♦ **Desktop Management:** Includes new platform support and a new imaging kernel. For a detailed list of new features in ZENworks 7, ZENworks 7 with Support Pack 1, and ZENworks 7 SP1 IR1, see “[Upgrade](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.
- ♦ **Desktop Management Services on Linux:** Includes new platform support. For more information, see “[Installing ZENworks Desktop Management Services on Linux](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.
- ♦ **Server Management:** Includes new platform support and a new Imaging kernel. For a detailed list of new features in ZENworks 7, ZENworks 7 with Support Pack 1, and ZENworks 7 SP1 IR1, see “[Upgrade](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.

The following products have not changed in this release. They are the same versions as those included in Support Pack 1 or Support Pack 1 Release 2.

- ♦ **Data Management:** Data Management, powered by Novell iFolder® 2.1.7, has not changed from the Suite 7 Support Pack 1 release. For a list of enhancements from previous iFolder versions, see “[What’s New](#)” in the *Novell iFolder 2.1 Installation and Administration Guide* (<http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html>).
- ♦ **Asset Inventory:** Asset Inventory has not changed from version 7.5 in the Suite 7 SP1 R2 release. For a list of enhancements from previous Asset Inventory versions, see the *ZENworks 7.5 Asset Management Readme* (http://www.novell.com/documentation/zam75/readme/readme_zam75.html).
- ♦ **Handheld Management:** Handheld Management has not changed from the Suite 7 SP1 R2 release. For a detailed list of enhancements over the 7 SP1 release, see “[What’s New in This Release](#)” in “[Upgrade](#)” in the *Novell ZENworks 7 Handheld Management Installation Guide*.
- ♦ **Instant Messenger:** Instant Messenger has not changed from the version 2.0.2 release. For more information, see the *Novell Instant Messenger 2.0.2 Readme* (http://www.novell.com/documentation/nm2/readme_nm2_sp2/readme_nm2_sp2.html).

- ♦ **Linux Management:** Linux Management has not changed from the version 7.2 in the Suite 7 SP1 IR2 release. For a more detailed list of enhancements over previous versions, see “What’s New in ZENworks 7.2 Linux Management” in the *Novell ZENworks 7.2 Linux Management Installation Guide* (<http://www.novell.com/documentation/zlm72/lm7install/data/b90rk3h.html>).
- ♦ **Patch Management:** Patch Management has not changed from Patchlink Update 6.3 in the Suite 7 SP1 R2 release. For a more detailed list of enhancements over previous versions, see “New Features” in the *ZENworks Patch Management Readme* (http://www.novell.com/documentation/zenworks7/readme/ptm7_readme63.pdf).
- ♦ **Personality Migration:** Personality Migration has not changed from Unicenter Desktop DNA R11.1 in the Suite 7 SP1 R2 release. For a more detailed list of enhancements, see the *Novell ZENworks Personality Migration Release Impact Guide* (http://www.novell.com/documentation/zenworks7/pdfdoc/pm7install_sp1/J020751E.pdf).
- ♦ **Software Packaging:** Software Packaging has not changed from the AdminStudio 8.0 ZENworks Edition in the Suite 7 SP1 R2 release. For a more detailed list of enhancements over previous versions, see the *Novell ZENworks Personality Migration Release Impact Guide* (http://www.novell.com/documentation/zenworks7/pdfdoc/pm7install_sp1/J020751E.pdf).

3.2 What's New in ZENworks 7 with Support Pack 1 Release 3

ZENworks 7 Suite with Support Pack 1 Release 3 (SP1 R3) includes updates to the following products:

- ♦ **Desktop Management Services on Linux:** Includes new platform support. For more information, see “[Installing ZENworks Desktop Management Services on Linux](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.
- ♦ **Personality Migration:** Includes the Chinese version of Personality Migration and the support for migrating personality from Windows XP device to Windows Vista device. For a more detailed list of enhancements, see the *Novell ZENworks Personality Migration Release Impact Guide* (http://www.novell.com/documentation/zenworks7/pdfdoc/pm7install_sp1/J020751E.pdf).

The following products have not changed in this release. They are the same versions as those included in Support Pack 1 or Support Pack 1 Release 2.

- ♦ **Desktop Management:** Desktop Management has not changed in this release. For a detailed list of new features in ZENworks 7, ZENworks 7 with Support Pack 1, and ZENworks 7 SP1 IR1, see “[Upgrade](#)” in the *Novell ZENworks 7 Desktop Management Installation Guide*.
- ♦ **Server Management:** Server Management has not changed in this release. For a detailed list of new features in ZENworks 7, ZENworks 7 with Support Pack 1, and ZENworks 7 SP1 IR1, see “[Upgrade](#)” in the *Novell ZENworks 7 Server Management Installation Guide*.
- ♦ **Data Management:** Data Management, powered by Novell iFolder® 2.1.7, has not changed from the Suite 7 Support Pack 1 release. For a list of enhancements from previous iFolder versions, see “What’s New” in the *Novell iFolder 2.1 Installation and Administration Guide* (<http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html>).

- ♦ **Asset Inventory:** Asset Inventory has not changed from version 7.5 in the Suite 7 SP1 R2 release. For a list of enhancements from previous Asset Inventory versions, see the *ZENworks 7.5 Asset Management Readme* (http://www.novell.com/documentation/zam75/readme/readme_zam75.html).
- ♦ **Handheld Management:** Handheld Management has not changed from the Suite 7 SP1 R2 release. For a detailed list of enhancements over the 7 SP1 release, see “**What’s New in This Release**” in “**Upgrade**” in the *Novell ZENworks 7 Handheld Management Installation Guide*.
- ♦ **Instant Messenger:** Instant Messenger has not changed from the version 2.0.2 release. For more information, see the *Novell Instant Messenger 2.0.2 Readme* (http://www.novell.com/documentation/nm2/readme_nm2_sp2/readme_nm2_sp2.html).
- ♦ **Linux Management:** Linux Management has not changed from the version 7.2 in the Suite 7 SP1 R2 release. For a more detailed list of enhancements over previous versions, see “What’s New in ZENworks 7.2 Linux Management” in the *Novell ZENworks 7.2 Linux Management Installation Guide* (<http://www.novell.com/documentation/zlm72/lm7install/data/b90rk3h.html>).
- ♦ **Patch Management:** Patch Management has not changed from Patchlink Update 6.3 in the Suite 7 SP1 R2 release. For a more detailed list of enhancements over previous versions, see “New Features” in the *ZENworks Patch Management Readme* (http://www.novell.com/documentation/zenworks7/readme/ptm7_readme63.pdf).
- ♦ **Software Packaging:** Software Packaging has not changed from the AdminStudio 8.0 ZENworks Edition in the Suite 7 SP1 R2 release. For a more detailed list of enhancements over previous versions, see the *Novell ZENworks Personality Migration Release Impact Guide* (http://www.novell.com/documentation/zenworks7/pdfdoc/pm7install_sp1/J020751E.pdf).

3.3 Upgrade Order

The following upgrade scenarios indicate the order in which you can upgrade your current ZENworks for Desktops, ZENworks for Servers, and ZENworks for Handhelds products. Only these upgrade scenarios are tested and supported.

The upgrade scenarios do not include Data Management, Asset Management, Personality Migration, Patch Management, Software Packaging, and Linux Management. These products do not have interoperability issues that need to be addressed by upgrading in a specific order; you can upgrade them in the order you want.

NOTE: Desktop Management and Server Management did not change from the ZENworks 7 Suite with Support Pack 1 release. If you have the SP1 version of these products already installed, you do not need to install again.

Scenario 1

1. ZENworks for Servers 3.0.2
2. ZENworks for Desktops 4.0.1
3. ZENworks for Handhelds 5.x

Scenario 2

1. ZENworks for Desktops 4.0.1

2. ZENworks for Servers 3.0.2
3. ZENworks for Handhelds 5.x

Scenario 3

1. ZENworks 6.5 or 6.5 SP1 (a or b) Desktop Management
2. ZENworks 6.5 or 6.5 SP1 (a or b) Server Management
3. ZENworks 6.5 or 6.5 SP1 (a or b) Handheld Management

Scenario 4

1. ZENworks 7 Desktop Management
2. ZENworks 7 Server Management
3. ZENworks 7 Handheld Management

3.4 Where to Find Upgrade Documentation

The following list provides directions for locating upgrade information. You can also access the documentation from the installation program menus.

- ♦ **Desktop Management:** To view the upgrade documentation, click the following link:
[Novell ZENworks 7 Desktop Management Installation Guide](#)
- ♦ **Server Management:** To view the upgrade documentation, click the following link:
[Novell ZENworks 7 Server Management Installation Guide](#)
- ♦ **Handheld Management:** To view the upgrade documentation, click the following link:
[Novell ZENworks 7 Handheld Management Installation Guide](#)
- ♦ **Linux Management:** To view the upgrade documentation, click the following link:
[Novell ZENworks 7.2 Linux Management Installation Guide \(http://www.novell.com/documentation/zlm72\)](http://www.novell.com/documentation/zlm72)
- ♦ **Data Management:** In the ZENworks 7 Suite, Data Management is powered by Novell iFolder 2.1.7. To view the upgrade documentation, click the following link:
[Novell iFolder 2.1 Installation and Administration Guide \(http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html\)](http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html)
- ♦ **Instant Messenger:** Instant Messenger is powered by Novell GroupWise[®] Messenger 2.0.2. To view the upgrade documentation, see [Novell Messenger 2.0 Installation Guide \(http://www.novell.com/documentation/nm2/nm2_install/index.html?page=/documentation/nm2/nm2_install/data/a20gkue.html\)](http://www.novell.com/documentation/nm2/nm2_install/index.html?page=/documentation/nm2/nm2_install/data/a20gkue.html)
- ♦ **Personality Migration:** Personality Migration is powered by Unicenter Desktop DNA R11.1. To view the upgrade documentation, click the following link:
[Novell ZENworks 7 Personality Migration Installation Guide](#)
- ♦ **Software Packaging:** Software Packaging is powered by Macrovision FLEXnet AdminStudio 8 ZENworks Edition. To view the upgrade documentation, click the following link:

Macrovision FLEXnet AdminStudio 8ZENworks Edition Installation Guide (<http://www.novell.com/documentation/zenworks7/pdfdoc/spinstall/AS8ZENWorksInstallGuide.pdf>)

- ◆ **Patch Management:** Patch Management is powered by PatchLink Update 6.3. To view the Agent installation documentation, click the following link:

Novell Patch Management Agent Installation Guide (<http://www.novell.com/documentation/zenworks7/pdfdoc/ptm7install/ptm7ainstall.pdf>)

To view the Server installation documentation, click the following link:

Novell Patch Management Server Installation Guide (<http://www.novell.com/documentation/zenworks7/pdfdoc/ptm7install/ptm7sinstall.pdf>)

NOTE: For SP1 IR1 installation information, see the [readme for ZENworks 7 Desktop Management with SP1 IR1](http://www.novell.com/documentation/zenworks7/readme/readme_desktops_7sp1ir1.html) (http://www.novell.com/documentation/zenworks7/readme/readme_desktops_7sp1ir1.html) (also includes information the interim release for Desktop Management Services on Linux), and the [readme for ZENworks 7 Server Management with SP1 IR1](http://www.novell.com/documentation/zenworks7/readme/readme_servers_7sp1ir1.html) (http://www.novell.com/documentation/zenworks7/readme/readme_servers_7sp1ir1.html).

Documentation Updates

A

This section contains information on documentation content changes that have been made in the *Getting Started Guide* since the initial release of Novell® ZENworks® 7 (August 26, 2005). The information helps you to keep current on updates to the documentation.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the title page.

The documentation was updated on the following dates:

- ♦ Section A.1, “February 29, 2008 (Support Pack 1 Release 3),” on page 31
- ♦ Section A.2, “September 26, 2007 (Support Pack 1 Interim Release 1),” on page 31
- ♦ Section A.3, “May 22, 2007 (Support Pack 1 Release 2),” on page 31
- ♦ Section A.4, “July 14, 2006 (Support Pack 1),” on page 32
- ♦ Section A.5, “December 9, 2005,” on page 32

A.1 February 29, 2008 (Support Pack 1 Release 3)

The *Getting Started Guide* was revised to add information pertinent to this release. In particular, the section entitled **Section 3.2, “What's New in ZENworks 7 with Support Pack 1 Release 3,” on page 26** has been changed to list the updates of various capabilities in the ZENworks 7 Suite. The contents of ZENworks 7 with Support Pack 1 Release 3 CDs are listed in the **Table 1-2 on page 18**.

A.2 September 26, 2007 (Support Pack 1 Interim Release 1)

The *Getting Started Guide* was revised to add information pertinent to this release. In particular, the section entitled **Section 3.1, “What's New in ZENworks 7 with Support Pack 1 Interim Release 1,” on page 25** has been changed to list the updates of various capabilities in the ZENworks 7 Suite.

A.3 May 22, 2007 (Support Pack 1 Release 2)

The *Getting Started Guide* was revised to include only information pertinent to this release. ZENworks 7 and 7 SP1 information was removed. If you need information for version 7 or 7 SP1, see the “Previous Releases” documentation page for each ZENworks product in the suite, links to which are available at the [ZENworks 7 Suite documentation Web site \(http://www.novell.com/documentation/zenworks7\)](http://www.novell.com/documentation/zenworks7).

A.4 July 14, 2006 (Support Pack 1)

Updates were made to the following sections:

- ♦ [Section A.4.1, “Introduction,” on page 32](#)
- ♦ [Section A.4.2, “What’s New in ZENworks 7 with Support Pack 1,” on page 32](#)

A.4.1 Introduction

The following changes were made in this section:

| Location | Change |
|---|---------------------|
| Section 1.2, “ZENworks 7 CD Organization,” on page 13 | Added this section. |

A.4.2 What’s New in ZENworks 7 with Support Pack 1

The following changes were made in this section:

| Location | Change |
|--|---------------------|
| Section 3.4, “Supported Upgrade Paths for ZENworks 7 with Support Pack 1 | Added this section. |

A.5 December 9, 2005

The page design in the guide was reformatted to comply with revised Novell documentation standards.