

System Update (11.4.2) for ZENworks 11 SP4 Readme

May 2016



The information in this Readme pertains to the 11.4.2 system update for ZENworks 11 SP4.

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1 Important Reasons to Update to ZENworks 11.4.2

Some of the important issues that were observed in previous releases and are fixed in this release are:

- ◆ Delays in logging into managed devices when the FDE license has expired, is addressed.
- ◆ On Windows devices, issues with JRE due to which ZEUS service does not launch, are addressed.
- ◆ XPath Injection security vulnerabilities on ZENworks Primary Servers and Authentication Satellite Servers, are addressed.
- ◆ Failure to create SUSE subscription through a web service on some Linux Primary Servers, is addressed.
- ◆ The inability of Authentication Satellite Servers to add certificates using the `zac iac` command after upgrading to 11.4.1, when the zone certificate authority is set to subordinate CA, is addressed.
- ◆ Logged-in user information that was not cleared from ZCC even after the user was logged out, is addressed.
- ◆ Five new reports are now available for Patch Management: DAU Status, Device Status, Overall Patch Percentage, Patch Percentage by Folder, and Unpatched Patches by Device.
- ◆ High patch volume in patch policies decreasing server response time, is addressed.
- ◆ Slow response time on patch vulnerability detection from clients, is addressed.
- ◆ Old patch bundles using excessive disk space, is addressed.

For information on newly supported platforms and other enhancements, see [What's New in 11.4.2](#) in the [ZENworks 11 SP4 What's New Reference](#) guide.

2 Planning to Deploy Version 11.4.2

Use the following guidelines to plan for the deployment of ZENworks 11.4.2 in your Management Zone:

- ◆ Apply the pre-requisite update “Post 11SP4 Update Prereq” to the ZENworks 11 SP4 servers before upgrading to ZENworks 11.4.2. However, if the server is already upgraded to the ZENworks 11.4.1 version, then this pre-requisite update need not be applied.
- ◆ If you are using Full Disk Encryption on OPAL drives in native hardware-encryption mode (no software encryption applied), you **MUST** remove the Disk Encryption policy from those managed devices before you update them to ZENworks 11.4.2.

If you are using software encryption with OPAL drives (via the *Enable software encryption of OPAL compliant self-encrypting drives* setting in the policy), you **DO NOT** need to remove the policy before updating the managed devices.

- ◆ The system reboots once after you upgrade to ZENworks 11.4.2. The reboot is applicable only for Windows devices. However, a double reboot is required in the following scenarios:

Table 1 Double Reboot Scenarios

Scenario	ZENworks Endpoint Security	Full Disk Encryption	Location Services	Client Self Defense
Upgrade from 10.3.4 or above to 11.4.2	Disabled	Disabled	Lite	Enabled
Fresh Install of 11.4.2	Disabled	Disabled	Lite / Full	Enabled

IMPORTANT: Any managed device running versions prior to 10.3.4 must first be upgraded to ZENworks 10.3.4 or a subsequent version.

The system reboots after the upgrade to ZENworks 10.3.4 and then reboots again when the 11.4.2 update is deployed.

Table 2 ZENworks Cumulative Agent Update to 11.4.2: Supported Paths

Managed Device Type	Operating System	Supported Versions	Unsupported Versions
Primary Server	Windows/Linux	v11.4.x	Any version prior to v11.4.x
Satellite Server	Windows/Linux/Mac	v10.3.4 and subsequent versions	Any version prior to v10.3.4
Managed Device	Windows	v10.3.4 and subsequent versions	Any version prior to v10.3.4
	Linux	v11.0 and subsequent versions	NA
	Mac	v11.2 and subsequent versions	NA

- ◆ Prior to installing the System Update, ensure that you have adequate free disk space in the following locations:

Location	Description	Disk Space
Windows: %zenworks_home%\install\downloads Linux: opt/novell/zenworks/install/downloads	To maintain agent packages.	4 GB
Windows: %zenworks_home%\work\content-repo Linux: /var/opt/novell/zenworks/content-repo	To import the zip file to the content system.	4 GB
Agent Cache	To download the applicable System Update contents that are required to update the ZENworks server.	1.5 GB
Location where the System Update file is copied. This is only applicable for the ZENworks Server that is used to import the System Update zip file	To store the downloaded System Update zip file.	4 GB

- ◆ You must deploy version 11.4.2 first to the Primary Servers, then to the Satellite Servers, and finally to the managed devices. Do not deploy this update to managed devices and Satellite Servers (or deploy new 11.4.2 Agents in the zone) until all Primary Servers in the zone have been upgraded to 11.4.2.

NOTE: When the agents start communicating with the ZENworks servers before the Primary Servers are upgraded, the agents receive inconsistent data that might impact the zone. Therefore, the Primary Servers should be upgraded within a short duration, ideally within few minutes of each other.

- ◆ The Update For ZENworks 11 SP4 (11.4.2) supercedes ZENworks 11.4.1.
- ◆ You can directly deploy ZENworks 11.4.2 to Satellite Servers and managed devices that have ZENworks 10.3.4 or a subsequent version installed.

3 Downloading and Deploying Version 11.4.2

For instructions on downloading and deploying version 11.4.2 as an update, see the [ZENworks 11 SP4 System Updates Reference](#).

If your Management Zone consists of Primary Servers with a version prior to ZENworks 11 SP4, you can deploy ZENworks 11.4.2 to these Primary Servers only after all of them have been upgraded to ZENworks 11 SP4 and the “Post 11SP4 Update Prereq” has been applied to all these servers. For instructions, see the [ZENworks 11 SP4 Upgrade Guide](#).

NOTE: If the ZENworks 11.4.1 version is already deployed on the primary servers, then the pre-requisite update need not be applied to deploy ZENworks 11.4.2 on the primary server.

For information about the Post 11SP4 Update Prereq, see [Post ZENworks 11 SP4 Update Prerequisites](#) (https://www.novell.com/documentation/zenworks114/readme_post_114_prereq/data/readme_post_114_prereq.html).

For administrative tasks, see the [Novell ZENworks documentation website](#) (<https://www.novell.com/documentation/zenworks114/>).

IMPORTANT: Do not update the Remote Management (RM) viewer until all the Join Proxy Satellite Servers are updated in the zone. To perform Remote Management through Join Proxy, you need to ensure that the RM viewer version and the Join Proxy version are the same.

Ensure that you read [Section 2, “Planning to Deploy Version 11.4.2,”](#) on page 2 before you download and deploy the 11.4.2 update.

Do not deploy ZENworks 11.4.2 until all Primary Servers in the zone have been upgraded to ZENworks 11 SP4

This update requires schema changes to be made to the database. Only one Primary Server should have its services running during the initial patch installation so that other Primary Servers do not try to access the tables being changed in the database.

After the Master or dedicated Primary Server has been updated, the remaining servers can start their services and apply the update simultaneously.

For the list of supported Managed Device and Satellite Server versions in a Management Zone with 11.4.2, see [Managed Device and Satellite Version Support Matrix](#).

4 Issues Resolved in Version 11.4.2

Some of the issues identified in the initial release of ZENworks 11 SP4 have been resolved with this release. For a list of the resolved issues, see TID 7017469 in the [Novell Support Knowledgebase](#).

5 Continuing Issues in ZENworks 11.4.2

Some of the issues that were discovered in previous versions of ZENworks 11 SP4 have not yet been resolved. Review the following Readme documents for more information:

- ♦ [ZENworks 11 SP4 Readme](#)
- ♦ [System Update \(11.4.1\) for ZENworks 11 SP4 Readme](#)

6 Known Issues in Version 11.4.2

- ♦ [Section 6.1, “Installation and Uninstallation,”](#) on page 4
- ♦ [Section 6.2, “Upgrade,”](#) on page 5
- ♦ [Section 6.3, “Operational,”](#) on page 7

6.1 Installation and Uninstallation

- ♦ [Section 6.1.1, “For the first time when you assign ZENworks 11.4.x to the Primary Server that is newly added to the zone an error message is displayed,”](#) on page 5
- ♦ [Section 6.1.2, “Folder contents are not deleted while uninstalling the ZENworks Adaptive Agent on a Linux Device,”](#) on page 5

6.1.1 For the first time when you assign ZENworks 11.4.x to the Primary Server that is newly added to the zone an error message is displayed

For the first time when you assign ZENworks 11.4.x to a Primary Server that is newly added to the zone an error message is displayed.

Workaround: Redeploy the update.

6.1.2 Folder contents are not deleted while uninstalling the ZENworks Adaptive Agent on a Linux Device

When the `novell-zenworks-xplat-uninstall` script is used to uninstall the ZENworks Adaptive Agent on a Linux device, it does not delete the contents of the `/var/opt/novell/zenworks` folder.

Workaround: Manually delete the `/var/opt/novell/zenworks` folder before re-installing the ZENworks Adaptive Agent on the given Linux device.

6.2 Upgrade

- ◆ [Section 6.2.1, “When the zone is baselined with the ZENworks Prereq and the ZENworks 11.4.x system updates, the ZENworks 11.4.x System Update might fail on a newly added ZENworks 11 SP4 Primary Server,” on page 5](#)
- ◆ [Section 6.2.2, “After updating ZENworks to 11.4.2, uploading the Tuxera driver might fail,” on page 5](#)
- ◆ [Section 6.2.3, “ZENworks Adaptive Agent page appears blank on SUSE 12 SP1,” on page 6](#)
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- ◆ [Section 6.2.5, “On Macintosh devices, after a system update is performed, the ZEN icon might not be displayed,” on page 6](#)
- ◆ [Section 6.2.6, “After upgrading the Primary Server to ZENworks 11.4.2, the Linux and Mac IOA devices are not updated,” on page 6](#)
- ◆ [Section 6.2.7, “On a Windows Primary Server, a system update might fail as preglobal actions fail to launch,” on page 7](#)

6.2.1 When the zone is baselined with the ZENworks Prereq and the ZENworks 11.4.x system updates, the ZENworks 11.4.x System Update might fail on a newly added ZENworks 11 SP4 Primary Server

When a zone is baselined with the 11.4 prereq and the 11.4.x system updates and then you install a 11.4 Primary Server in the zone, these updates will automatically be assigned to the 11.4 Primary Server and they will be installed in parallel. As the 11.4 prereq update has not yet completed, the 11.4.x system update might fail with the following error: The update failed because the prerequisite update, (Post 11SP4 Update Prereq), failed to apply. Check the status of that update for details.

Workaround: Wait for the 11.4 prereq to get completed and then reassign the 11.4.x system update to the newly added Primary Server.

6.2.2 After updating ZENworks to 11.4.2, uploading the Tuxera driver might fail

When you update ZENWorks to 11.4.2 and upload the Tuxera driver, the following error message is shown:

Checksum of the uploaded Tuxera NTFS driver file does not match with the expected checksum in the `NTFSDriver.conf` file.

Workaround: Log out and log into ZCC and re-upload the Tuxera driver.

6.2.3 ZENworks Adaptive Agent page appears blank on SUSE 12 SP1

When you upgrade the operating system to SUSE 12 SP1, the ZENworks Adaptive Agent page appears blank.

Workaround:

After upgrading the operating system, perform the following actions:

- 1 Stop the agent service by running the `systemctl stop novell-zenworks-xplatzmd.service` command.
- 2 Navigate to the `/opt/novell/zenworks/zmd/java/lib/configuration` directory and manually delete the following folders:
 - ♦ `org.eclipse.core.runtime`
 - ♦ `org.eclipse.osgi`
- 3 Start the agent service by running the `systemctl start novell-zenworks-xplatzmd.service` command.

6.2.4 While upgrading ZENworks in SLES 12 Primary Server, modifications to `pxemenu.txt` is lost

If your Primary Server is a SLES 12 device, any modifications to the `pxemenu.txt` file will be lost while upgrading to ZENworks 11.4 prerequisite, or 11.4.x.

The `pxemenu.txt` file is located at:

- ♦ `\srv\tftp\pxemenu.txt`
- ♦ `\srv\tftp\efi\x86_64\pxemenu.txt`
- ♦ `\srv\tftp\efi\ia32\pxemenu.txt`

Workaround: Before upgrading ZENworks, back up the `pxemenu.txt` file.

6.2.5 On Macintosh devices, after a system update is performed, the ZEN icon might not be displayed

After you perform a system update on a Macintosh device, the ZEN icon might not be displayed in the system tray.

Workaround: Log out and log into the device.

6.2.6 After upgrading the Primary Server to ZENworks 11.4.2, the Linux and Mac IOA devices are not updated

When you upgrade the Primary Server to ZENworks 11.4.2, and perform a refresh (manual or scheduled), or run the `zac su` command on the Linux and Mac IOA devices, the IOA devices are not updated to 11.4.2.

Workaround: None. For more information, see TID 7017601 in the [Novell Support Knowledgebase](#).

6.2.7 On a Windows Primary Server, a system update might fail as preglobal actions fail to launch

While running a 11.4.2 system update on a Windows Primary Server, preglobal actions might fail to run due to which the system update will not complete.

Workaround: For more information, see TID 7017603 in the [Novell Support Knowledgebase](#).

6.3 Operational

- ◆ [Section 6.3.1, "Configuration Management," on page 7](#)
- ◆ [Section 6.3.2, "Patch Management," on page 9](#)
- ◆ [Section 6.3.3, "Remote Management," on page 9](#)
- ◆ [Section 6.3.4, "Imaging," on page 10](#)

6.3.1 Configuration Management

- ◆ [Section 6.3.1.1, "Subscription replication cannot handle child bundles," on page 7](#)
- ◆ [Section 6.3.1.2, "CheckContentSystem action might not work for the shared content repo," on page 7](#)
- ◆ [Section 6.3.1.3, "ZCC login credentials are case sensitive on an Oracle database," on page 8](#)
- ◆ [Section 6.3.1.4, "The bundle Uninstall action set which includes a reboot will prompt for permission to uninstall again after the reboot is completed," on page 8](#)
- ◆ [Section 6.3.1.5, "Group policies cannot be edited in Firefox version 40 and later," on page 8](#)
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- ◆ [Section 6.3.1.8, "When an agent is promoted as an Authentication Satellite Server the status might be displayed incorrectly in Zicon," on page 9](#)

6.3.1.1 Subscription replication cannot handle child bundles

When you have a parent and a child bundle with system variables in the Master Zone, if you share or replicate only the parent bundle, the replication status in the Master Zone displays an unresolved issue, which is part of the child bundle.

Workaround:

Perform any of the following:

- ◆ Recreate the subscription.
- ◆ Make any changes in the parent bundle in the Master Zone and rerun the subscription process.
- ◆ Select the child bundle along with the parent bundle and rerun the subscription process.

6.3.1.2 CheckContentSystem action might not work for the shared content repo

When you add a shared content repo for two or more Primary Servers in a zone and then you manually run the `CheckContentSystem` configure action to sync the database with the content repo, the content might not be available for the servers.

Workaround: None. The Primary Servers will get access to the content in the shared content repo when the loader module syncs the data during the next refresh.

6.3.1.3 ZCC login credentials are case sensitive on an Oracle database

The login credentials for ZENworks Control Center (ZCC) are case sensitive when using an Oracle database. For example, in the username field, instead of entering 'Administrator', if you enter 'administrator', the login fails.

Workaround: In the `searchconfig.xml` file, change the value of the `CaseInsensitiveAdminSearch` parameter from `false` to `true`. This file can be accessed from the following location:

Windows: `%ZENWORKS_HOME%\conf\datamodel\search`

Linux: `/etc/opt/novell/zenworks/datamodel/search/`

6.3.1.4 The bundle Uninstall action set which includes a reboot will prompt for permission to uninstall again after the reboot is completed

When you run the uninstall action set for a bundle with the reboot action included, after the reboot is completed you will be prompted again to confirm if you want to uninstall the bundle.

Workaround: None. Click **Yes** to confirm that you want to uninstall the bundle.

6.3.1.5 Group policies cannot be edited in Firefox version 40 and later

You cannot edit a group policy in a Firefox version 40 or later web browser.

Workaround: Close the Firefox instance and then edit the policy using Internet Explorer.

6.3.1.6 Group Policy helper extension is disabled on Firefox 43 and above

When you install the Group Policy helper extension on Firefox 43 and above, the helper extension is in a disabled state.

Workaround:

To enable the Group Policy helper extension:

- 1 Type `about:config` in the address bar.

The following message is displayed:

Changing these advanced settings can be harmful to the stability, security and performance of this application. You should only continue if you are sure of what you are doing.

- 2 Click **I'll be careful, I promise!**
- 3 In the search field, type `xpinstall.signatures.required` and double-click the **Preference Name** to set the value to **false**.
- 4 Restart the browser.

6.3.1.7 The Zicon ToolTip message is blacked out

When you assign a bundle to a SLES 12 or SLED 12 device, though the Zicon is visible on the device, the ToolTip message is blacked out. This issue is related to the third-party Eclipse SWT package.

Workaround: None.

6.3.1.8 When an agent is promoted as an Authentication Satellite Server the status might be displayed incorrectly in Zicon

During the promotion of an agent as an Authentication Satellite Server, the status might be displayed incorrectly in Zicon. For example, the status might be displayed as **Disabled** even though it is enabled.

Workaround: Refresh the agent.

6.3.2 Patch Management

- ◆ [Section 6.3.2.1, "If a Sandbox version exists for a Patch Policy before a system update, then after a system update, the Patch Policy performance improvement is effective only for the Sandbox version and not the published version," on page 9](#)

6.3.2.1 If a Sandbox version exists for a Patch Policy before a system update, then after a system update, the Patch Policy performance improvement is effective only for the Sandbox version and not the published version

As a part of the Patch Policy enhancement, the Patch Policies are precomputed and its results are compressed and stored in the database. If a Sandbox version of a Patch Policy exists before the 11.4.2 system update, then after the system update, the Patch Policy is computed and its results are compressed and stored in the database only for the Sandbox version and not for the published version.

Workaround: On 11.4.2 Primary Server, run the `zman bac` command with the published version of the Patch Policy bundle GUID, to allow the computation. The Patch Policy bundle GUID can be obtained from ZCC. You need not repeat this step if the Patch Policy is published later.

6.3.3 Remote Management

- ◆ [Section 6.3.3.1, "When performing remote management operation on 11.3.x managed devices, a communication error is displayed," on page 9](#)
- ◆ [Section 6.3.3.2, "On Windows 8 the Suppress Desktop Wallpaper feature might not work during Remote Management," on page 10](#)
- ◆ [Section 6.3.3.3, "64-bit Firefox 43 and later \(including ESR\) browsers do not support ZENworks File Upload and Remote Management Viewer plug-ins," on page 10](#)
- ◆ [Section 6.3.3.4, "ZENworks GPO configured desktop wallpaper does not get applied on Windows 7 managed devices," on page 10](#)

6.3.3.1 When performing remote management operation on 11.3.x managed devices, a communication error is displayed

When you perform a remote management operation on a 11.3.x managed device, the following error might be displayed: **Communication error: some other applications are running on the specific port.** This error occurs when you perform the switch user operation in a remote control session and the `nzrWinVNC.exe` process is down or multiple processes with the same name are running.

Workaround: Restart **Novell ZENworks Remote Management Service** on the managed device.

NOTE: Upgrading the agent version to 11.4 or higher will resolve the issue.

6.3.3.2 On Windows 8 the Suppress Desktop Wallpaper feature might not work during Remote Management

The Suppress Desktop Wallpaper setting for remote management operations will not function on Windows 8 or subsequent platforms when a group policy with the Desktop Wallpaper setting configured is assigned to the device.

Workaround: None (This is a Microsoft Windows limitation).

6.3.3.3 64-bit Firefox 43 and later (including ESR) browsers do not support ZENworks File Upload and Remote Management Viewer plug-ins

ZENworks File Upload and Remote Management Viewer plug-ins are not available under **Add-ons** page in the 64-bit Firefox 43 and later (including ESR) browsers, even though they are installed on the browsers.

Workaround: None. We recommend you to use a 32-bit browser instead of 64-bit browser.

6.3.3.4 ZENworks GPO configured desktop wallpaper does not get applied on Windows 7 managed devices

When you configure a ZENworks Group Policy Object (GPO) with desktop wallpaper as enabled and assign it to a Windows 7 managed device, the wallpaper is not applied.

Workaround: Clear the **Suppress Wallpaper** option:

- ◆ In ZENworks Control Center, navigate to **Configuration > Device Management > Remote Management > Performance Settings During Remote Session**, and clear the **Suppress Wallpaper** check box.

6.3.4 Imaging

- ◆ [Section 6.3.4.1, "Imaging satellite servers on SLES 10 SP3 and SP4 fails to communicate with ZENworks 11.4.2 Primary Servers," on page 10](#)
- ◆ [Section 6.3.4.2, "On Windows 10 devices, when you perform an image restore and reboot the device, a few Windows features might not work," on page 10](#)
- ◆ [Section 6.3.4.3, "When you try to promote a device to a Satellite Server with multiple roles, including the Imaging role, the promotion might fail," on page 11](#)

6.3.4.1 Imaging satellite servers on SLES 10 SP3 and SP4 fails to communicate with ZENworks 11.4.2 Primary Servers

The default version of OpenSSL in SLES 10 SP3 or SP4 servers breaks the communication with the 11.4.2 Primary Servers.

Workaround: None. For more information, see TID 7017532 in the [Novell Support Knowledgebase](#).

6.3.4.2 On Windows 10 devices, when you perform an image restore and reboot the device, a few Windows features might not work

On Windows 10 devices (without ZENworks agent), without performing a Sysprep, when you restore an image and then reboot the device, the Windows start menu and few other Windows features like Cortana and Metro applications might not work.

NOTE: If you are taking an image without Sysprep, refer the [Prerequisites for taking an Image on Windows 10 without Sysprep](#) section in the [ZENworks 11 SP4 Preboot Services and Imaging Reference](#).

Workaround: None.

6.3.4.3 When you try to promote a device to a Satellite Server with multiple roles, including the Imaging role, the promotion might fail

When you promote a device to a Satellite Server with multiple roles, including the Imaging role, the promotion might fail. This is because the installation of the Imaging role packages are not synchronized with those of the Join Proxy or Authentication role packages.

Workaround: Promote the Imaging role separately. Do not combine it with the promotion of other roles.

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