

ZENworks 23.3

What's New Reference

August 2023

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About This Guide

This *ZENworks What's New Reference* describes the new features in the ZENworks 23.3 release. The guide includes the following sections:

- ♦ [Chapter 1, “What’s New in ZENworks 23.3,” 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 23.3

ZENworks 23.3 is a nomenclature change, it includes all the new features and retains all the functionality of previous ZENworks releases.

The following sections describe the new features and enhancements in ZENworks 23.3:

- ◆ [Section 1.1, “Platform Support,” on page 7](#)
- ◆ [Section 1.2, “Updating to ZENworks 23.3,” on page 7](#)
- ◆ [Section 1.3, “Support for Azure AD as a User Source,” on page 7](#)
- ◆ [Section 1.4, “General ZENworks Enhancements,” on page 8](#)
- ◆ [Section 1.5, “macOS MDM,” on page 9](#)
- ◆ [Section 1.6, “Patch Management,” on page 11](#)
- ◆ [Section 1.7, “Remote Management and Imaging,” on page 12](#)

1.1 Platform Support

For information on the platforms supported, see the [ZENworks 23.3 System Requirements](#) document.

1.2 Updating to ZENworks 23.3

The current release does not support fresh installation. To update to ZENworks 23.3, ensure that your zone is in ZENworks 2020 Update 2 or ZENworks 2020 Update 3. For instructions on downloading and deploying ZENworks 23.3, see the [ZENworks System Updates Reference](#) guide.

1.3 Support for Azure AD as a User Source

New capabilities are introduced so that Azure AD (Azure Active Directory) can be added as a user source and enforce bundle and policy enforcement based upon the identity of the user logged into Azure AD-joined devices.

As a part of the capabilities, the following features have been added:

- ◆ Configure Azure AD as a user source in ZENworks
- ◆ Sync users or Security groups in Azure AD with ZENworks
- ◆ Distribute bundles and enforce policies on the Azure AD joined device based on the logged in Azure AD user
- ◆ Track the number of Active Azure AD users
- ◆ Hybrid AD users

In this release, the following ZENworks features are not supported with Azure AD user source:

- ♦ Setting up Azure AD users as ZENworks administrators.
- ♦ Enrolling mobile devices that belonging to Azure AD users.

For more information, see the [Managing Azure AD User Sources](#) section in the [ZENworks User Source and Authentication Reference](#).

1.4 General ZENworks Enhancements

- ♦ [Section 1.4.1, “Mac Agent Installer,” on page 8](#)
- ♦ [Section 1.4.2, “Device Summary,” on page 8](#)
- ♦ [Section 1.4.3, “Antimalware Email Notification,” on page 8](#)
- ♦ [Section 1.4.4, “Modern Authentication for Provisioning Email to Mobile Devices,” on page 9](#)
- ♦ [Section 1.4.5, “ZAC PDP and ZAC PAP to distribute and apply individual patch policies,” on page 9](#)
- ♦ [Section 1.4.6, “Update CVE Subscription to use API,” on page 9](#)
- ♦ [Section 1.4.7, “ZENworks API Gateway service,” on page 9](#)
- ♦ [Section 1.4.8, “Advanced Search,” on page 9](#)

1.4.1 Mac Agent Installer

ZENworks 23.3 enables customers to deploy agents on Mac devices based on platforms. The new agent installers are introduced to deploy agents on Mac devices with Intel processors and Mac devices with ARM/Silicon/M1 processors.

For more information, see [Manually Deploying the Agent on a Macintosh Device](#).

1.4.2 Device Summary

The Device Summary page now displays the device's last known Network Environment. This is in addition to the Network Location that was previously displayed.

For more information, see the [Viewing and Updating the Managed Device Details](#) in the [ZENworks Discovery, Deployment, and Retirement Reference](#).

1.4.3 Antimalware Email Notification

A new Antimalware Email Notification section is added to Email Notification. The Antimalware Email Notification section enables you to configure the e-mail notifications whenever any malware threats are detected. You can define which e-mail address to use to send notifications and can also specify the recipients. The email notification is generated by the Antimalware Server during its scheduled maintenance period.

For more information, see [Email Notification \(https://www.novell.com/documentation/zenworks-23.3/zen_es_antimalware/data/t4lf27of6l9o.html\)](https://www.novell.com/documentation/zenworks-23.3/zen_es_antimalware/data/t4lf27of6l9o.html).

1.4.4 Modern Authentication for Provisioning Email to Mobile Devices

When provisioning email to mobile devices, ZENworks now has the option to use modern authentication for email authentication to ensure that provisioned configuration can correctly configure email on end-user devices.

If you enable Modern Authentication for the ActiveSync Server, ZENworks Server will not be functioning as a proxy server.

For more information, see [Connecting to a New ActiveSync Server](#) in the [ZENworks Mobile Management Reference](#).

1.4.5 ZAC PDP and ZAC PAP to distribute and apply individual patch policies

Enhancements have been made to the patch-apply-policy (pap) and patch-distribute-policy (pdp) to apply and distribute one or more patch policies.

For more information, see [Patch Management Commands](#) in the [ZENworks Command Line Utilities Reference](#).

1.4.6 Update CVE Subscription to use API

ZENworks 2020 Update 3 and earlier versions use NVD 1.0 APIs to import CVE data from NVD. Effective September 2023, NVD will discontinue all legacy data feeds and 1.0 APIs and require consuming 2.0 APIs to fetch CVE data.

The **CVE Subscription API Key** field has been introduced that enables faster fetching of CVE data from NVD. This key is optional. If not specified, the duration to fetch CVE data from NVD might increase but will not impact the run functionally. The key can be obtained by visiting NVD - API Key Request <https://nvd.nist.gov/developers/request-an-api-key>.

For more information, see [Configure the CVE Subscription](#)

1.4.7 ZENworks API Gateway service

A new ZENworks service, API Gateway, is introduced. This service will listen to requests on port 443 (or a customized port number) instead of the ZENworks Client Management service and will front-end the Client Management service. This service will be enhanced to front-end other ZENworks services in the future.

1.4.8 Advanced Search

The Mac MDM filters has been included in the Advanced Search option.

1.5 macOS MDM

Limited Support for Mac MDM

IMPORTANT: At this time, device enrollment via MDM or Over The Air (OTA) is limited and should be used for evaluation purposes only. Future releases will include full support as the capabilities are fleshed out.

- ◆ [Section 1.5.1, “Enrollment via Mac MDM,” on page 10](#)
- ◆ [Section 1.5.2, “Deploying Configuration Profile and Commands,” on page 11](#)
- ◆ [Section 1.5.3, “Refresh Device Quick Task,” on page 11](#)
- ◆ [Section 1.5.4, “Mac MDM Refresh Schedule,” on page 11](#)
- ◆ [Section 1.5.5, “Unsupported Mac MDM Features,” on page 11](#)

1.5.1 Enrollment via Mac MDM

You can enroll Mac MDM devices to a zone either via ADE/DEP or OTA. Any Mac device that already exists in zone as a ZENworks Agent only device, can be enrolled again via MDM and it reconciles to the existing device present in the zone.

The Mac MDM devices can be enrolled in the zone.

- ◆ [Section 1.5.1.1, “Enrolling Mac using ADE/Apple DEP,” on page 10](#)
- ◆ [Section 1.5.1.2, “Enrolling Mac Manually using OTA,” on page 10](#)

1.5.1.1 Enrolling Mac using ADE/Apple DEP

The Device Enrollment Program (DEP) is part of the Apple Deployment Programs and provides administrators with a streamlined way to deploy multiple corporate owned devices. Upon device activation, configuration of the device is immediate and enrollment with the MDM server is automatic. There is no need for IT administrators to physically access each device to complete the setup.

For more information, see [Enrolling Mac MDM using ADE/DEP](#).

1.5.1.2 Enrolling Mac Manually using OTA

You can now securely enroll non-DEP devices into ZENworks via User-less Enrollment via OTA Profile which deploys the enrollment profile without a reset of the device.

- ◆ Devices that already have ZENAgent deployed, can onboard MDM without having to reset the device and go through ADE enrollment.
- ◆ Devices in use can enroll in ZENworks without having to reset the device and go through ADE enrollment.

For more information, see [Enrolling Mac MDM using the OTA Profile](#).

1.5.2 Deploying Configuration Profile and Commands

Using the macOS MDM Bundle, you can deploy the configuration profile and commands to Mac devices to apply the settings and provision resources. For more information, see [Creating the macOS MDM Bundle](#).

Now, using the iOS/iPadOS Bundle, you can deploy the commands to iOS and iPad devices.

1.5.3 Refresh Device Quick Task

In ZENworks Control Center, you can initiate a device refresh for devices enrolled via macOS MDM or ZENworks Agent. The quick task sends a synchronization request to the device. When the device connects to the ZENworks Primary Server, it syncs updated device information and receives configuration changes that have not already been sent to the device.

1.5.4 Mac MDM Refresh Schedule

Enhancements have been made to the Device Refresh schedule page to define how often Mac MDM devices contact the ZENworks Server to update the bundle information.

1.5.5 Unsupported Mac MDM Features

The following Mac MDM features are not supported in ZENworks 23.3. These features would be included in the upcoming release.

- ◆ During enrollment of Mac MDM devices, the registration rules will not be honored.
- ◆ For Mac MDM devices, only the Refresh QuickTask is supported.
- ◆ Purchase and distribution of Apple Volume Purchase Program (VPP) apps is not supported.
- ◆ Post CA remind, Mac MDM devices will not be able to communicate with the server.

To resolve this issue, you should re-enroll the device after a CA remind to enable the Mac MDM device to communicate with the server.

- ◆ Retiring of devices is not supported.
- ◆ Unenrollment of Mac MDM devices from the ZENworks Server.

1.6 Patch Management

- ◆ Support for patching of macOS devices using the Advanced Patch Management was introduced in ZENworks 2020 Update 3. The new patching mechanism enables users to apply operating system patches and other patches that have large sizes.
- ◆ Support for patching Windows devices in an air-gapped environment using Advanced Patch Management was introduced in ZENworks Update 3. With this newly introduced feature, you can:
 - ◆ Set Primary Server as Airgap OnDemand Content Master.
 - ◆ Use environmental variables to configure Airgap collector or Airgap server zone.
 - ◆ Configure the schedule when the Airgap OnDemand Content Master should export or import patch data from/to the Airgap folder and patch the devices.

For more information, see [ZENworks Patch Management Reference](#) and [ZENworks Patch Management Airgap Solution](#).

1.7 Remote Management and Imaging

- ◆ Support for OpenSSL 3.0 for Remote Management and Imaging
- ◆ TightVNC is updated to version 2.8.63 for Remote Management
- ◆ **Remote Management Session Inactivity:** When a remote control session expires due to inactivity, the remote session directly closes from the managed device without a warning message.

Enhancements have been made to display an inactivity warning message to administrators before session timeout and also provide the option to extend the session to continue the current remote session or close the current session.

- ◆ Optional configurations are provided to load the WinPE or MDT-related bundles without loading shim (`mfnbpx64.efi` or `mfnbpia32.efi`). This directly loads the `bootmgfw.efi` based on the bundle assigned to the device. This will resolve secure boot device issues with shim.
- ◆ In Imaging, the shim is updated to address the BootHole vulnerability. It is mandatory to install the Windows KB5012170 update to load the latest shim and Imaging distro.