Contents

About This Guide 5

1 ZENworks Subscribing and Sharing Workflow Tasklist 7

2 Overview 9

3 ZENworks Subscribing and Sharing 11

3.1 Configuring a Zone to Share Content ..................................................... 11
3.2 Sharing Content with Subscribers .......................................................... 11
  3.2.1 Creating a Subscriber Folder ............................................................ 12
  3.2.2 Creating a Subscriber Group .............................................................. 12
  3.2.3 Creating a Subscriber Key ................................................................. 12
  3.2.4 Assigning Bundles and Policies to a Subscriber Group ......................... 12
3.3 Registering to a Zone ........................................................................... 13
3.4 Replicating the Assignable Content Objects ......................................... 13
3.5 Addressing Replication Issues ............................................................... 14
  3.5.1 Prerequisites ...................................................................................... 14
  3.5.2 Resolving notified replication issues .................................................. 14
  3.5.3 Modifying reported issues ................................................................. 15
  3.5.4 Re-replicating objects after resolving replication issues ..................... 15
3.6 Using different options for replicating objects ....................................... 15
  3.6.1 Replicating objects by using the Replicating as a Sandbox Version option .................................................................................. 15
  3.6.2 Replicating objects by using the Force Content Replication option ........ 16
  3.6.3 Replicating objects by using the Overwrite Local Modifications option ................................................................. 16
3.7 Additional Scenarios ............................................................................. 16
  3.7.1 Replicating Chained Bundles .............................................................. 16
  3.7.2 Replicating Add-On Image Files ......................................................... 16
  3.7.3 Replicating objects after changing the download location ................... 17

A Troubleshooting 19

A.1 Troubleshooting Subscribe and Share ..................................................... 19
About This Guide

This ZENworks Subscribe and Share Guide includes information to help you successfully use the Subscribe and Share feature for sharing content across multiple zones in a ZENworks system.

The information in this guide is organized as follows:

- Chapter 1, “ZENworks Subscribing and Sharing Workflow Tasklist,” on page 7
- Chapter 2, “Overview,” on page 9
- Chapter 3, “ZENworks Subscribing and Sharing,” on page 11
- Appendix A, “Troubleshooting,” on page 19

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 User Comments 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 web site (http://www.novell.com/documentation/zenworks2017/).
To enable sharing of content (bundles and policies) between two Management Zones, complete the following workflow in the order of the listed tasks:

<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review concepts important to the successful sharing of content between zones.</td>
<td>For information, see Chapter 2, “Overview,” on page 9.</td>
</tr>
<tr>
<td>In the Sharing zone, configure Primary Servers as Sharing Servers.</td>
<td>You need to configure at least one Primary Server in the Sharing zone as a Sharing Server to share content.  For instructions, see Section 3.1, “Configuring a Zone to Share Content,” on page 11</td>
</tr>
<tr>
<td>In the Sharing zone, create a subscriber group and assign a subscriber key and content to the group.</td>
<td>For instructions, see Section 3.2, “Sharing Content with Subscribers,” on page 11</td>
</tr>
<tr>
<td>Register the zone with the Sharing zone.</td>
<td>The Subscriber zone must register with the Sharing zone in order to receive content.  For instructions, see Section 3.3, “Registering to a Zone,” on page 13.</td>
</tr>
<tr>
<td>In the Subscriber zone, replicate the desired content from the Sharing zone.</td>
<td>For instructions, see Section 3.4, “Replicating the Assignable Content Objects,” on page 13.</td>
</tr>
<tr>
<td>In the Subscriber zone, resolve any replication issues caused by undefined references or system variables.</td>
<td>For instructions, see Section 3.5, “Addressing Replication Issues,” on page 14.</td>
</tr>
<tr>
<td>Different options can be used to replicate objects.</td>
<td>For instructions see Section 3.6, “Using different options for replicating objects,” on page 15.</td>
</tr>
<tr>
<td>You may encounter other scenarios while replicating objects.</td>
<td>For these additional scenarios, see Section 3.7, “Additional Scenarios,” on page 16.</td>
</tr>
</tbody>
</table>
The Share and Subscribe feature allows you to share content across different ZENworks Management zones. The zone that shares content is known as the Sharing zone and the zone that can subscribe to the Sharing zone and replicate the shared content in its own zone is known as the Subscriber zone. The two zones can communicate through the standard HTTP or HTTPS protocols. Some of the tasks that you can now perform include:

- Publishing bundles and policies from test zone to production zone.
- Setting up a test zone that includes your production bundles by sharing the production bundles and subscribing from the test zone.
- Sharing content between different departments or geographically separated zones.
- Being a service provider that offers a set of pre-canned bundles and policies to your customers.
- Being able to quickly populate your new zone by subscribing to a service provider’s zone.
- Having a backup zone where your production bundle are duplicated.

The following graphic depicts the overall process of sharing bundles and policies across two zones by using the ZENworks Subscribe and Share feature:
ZENworks Subscribe and Share

Sharing Zone is the zone that can share content
Subscribing Zone is the zone that can subscribe to the sharing zone to replicate content

A Primary Server is identified as a Sharing Server. All content sharing activities are done through this server

A subscription key for subscriber zone registration is given by the sharing zone administrator, by phone, email, or in person

Required content is replicated in the Subscribing zone

Shared content in the Subscribing zone is verified by the administrator

Any replication issue, if found, is identified and fixed

Overview
3.1 Configuring a Zone to Share Content

In order for a zone to share content objects like bundles and policies with other ZENworks zones, you need to enable one or more Primary Servers as Sharing Servers.

To enable a Primary Server as a Sharing Server:

1. Log in to ZENworks Control Center.
2. Click Configuration > Infrastructure Management > Zone Sharing settings.
3. In the Sharing Servers list, click Add.
4. In the Sharing Server field, click , select the server, then click Ok.
5. In the Add Sharing Server dialog box, click Ok.
6. In the Maximum Replication Sessions box, select the maximum number of subscription sessions for replication. You can select any value between 1 and 100. The default value is 10.
7. In the Throttle Rate box, set the throttle rate to regulate the content transfer.
8. Click Ok.

Having multiple Sharing Servers provide the following advantages:

- If the status of one server is busy, a subscriber’s request can be handled by another server.
- On a server failure, a subscriber’s request is switched to another server.

If you want to disable your zone from sharing content, select the Suspend Zone Sharing box.

3.2 Sharing Content with Subscribers

You can share assignable content objects like bundles and policies with subscribers, the Sharing Server needs to assign them to the required subscriber, subscriber group, or, subscriber folder. In this section, you can see how to perform the following tasks:

- Section 3.2.1, “Creating a Subscriber Folder,” on page 12
- Section 3.2.2, “Creating a Subscriber Group,” on page 12
3.2.1 Creating a Subscriber Folder

To create a subscriber folder:

1. In ZENworks Control Center, click Subscribe and Share > Zone Sharing.
2. Click Subscribers > New > Folder.
3. Enter the name, folder, and description details and click Ok.

3.2.2 Creating a Subscriber Group

To create a subscriber group:

1. In ZENworks Control Center, click Subscribe and Share > Zone Sharing.
2. Click Subscribers > New > Subscriber Group.
3. In the General tab, enter the name of the subscriber group in the Group Name box, folder name for the group in the Folder box, and description in the Description box.
4. (Optional) In the Members tab, click Add to select the members for the subscriber group.
5. Click Create Group.

3.2.3 Creating a Subscriber Key

Creating a subscriber key facilitates subscriber registration. Having a subscriber key does not entitle a subscriber to receive any content from the Sharing zone. Content is received only when a Sharing zone administrator assigns content to the subscriber. To create a subscriber key:

1. In ZENworks Control Center, click Subscribe and Share > Zone Sharing > Subscriber Key.
2. Create a subscriber key by clicking Generate, or provide a custom name as a subscriber key.
3. Click Group Membership > Add and select the subscriber group that is created.
4. Click Ok, then click Create Key.

3.2.4 Assigning Bundles and Policies to a Subscriber Group

You can also assign content to subscribers, groups, and, subscriber folders. This section shows you how to assign bundles and policies to a subscriber group.

1. In ZENworks Control Center.
2. Click Bundles and select any bundle.
3. Click the Share tab.
4. In the Assigned Subscribers panel, click Add and select the Subscriber Group that is created.

**NOTE:** You can also share Bundle Groups or Folders by using the above procedure.

5. Click Policies and select any policy.
6. Click the Share tab.
7. In the Assigned Subscriptions panel, click Add and select the Subscriber Group that is created.
3.3 **Registering to a Zone**

In order for a Subscriber zone to receive content from the Sharing zone, you need to first register the Subscriber zone to the Sharing zone by using the Sharing zone server address and Subscriber keys shared by the Sharing zone administrator.

Before you register a subscriber to a zone, ensure that you have the server address of the Sharing zone and the subscriber keys shared by the Sharing zone administrator.

To register to a Sharing zone:

1. Log in to ZENworks Control Center.
2. Click Subscribe and Share.
3. In the Subscriptions tab, click New > Subscription.
4. Select ZENworks Subscription and click Next.
5. Click Register with a Zone.
6. Provide server address of the Publisher zone.
7. Provide the Subscriber key shared by the Publisher zone administrator and click Connect. You can view the certificate by clicking the View link.
8. Click Register.
9. Click Next to complete the wizard with default settings.

3.4 **Replicating the Assignable Content Objects**

Once the content is assigned to a Subscriber, it needs to be replicated in the Subscriber zone. To replicate content:

1. In ZENworks Control Center.
2. Click Subscribe and Share.
3. In the Subscriptions tab, click New > Subscription.
4. Select ZENworks Subscription and click Next.
5. Provide a name for the ZENworks Subscription and click Next.
6. Select a zone by clicking the Registered Zones drop-down list.
7. Click Next.
8. If you have selected Bundles for download, then select Bundles or Bundle group listed under the Bundle Selection section.
   or
   If you have selected Policies for download, then select Policies or Policy group listed under the Policy Selection section.
9. Click Next and complete the instructions on the wizard.
10. Click the ZENworks Subscription that is created.
11. In the Summary page, click the Run Now link.
3.5 Addressing Replication Issues

When there are undefined references and system variables configured in the Sharing zone, you will be notified about replication issues in the Subscriber zone.

**NOTE:** Novell recommends that you ignore any replication issues related to Windows Special System Variables.

To reproduce this scenario, ensure that the Sharing zone has bundles and policies which are associated with undefined references and system variables.

- Section 3.5.1, “Prerequisites,” on page 14
- Section 3.5.2, “Resolving notified replication issues,” on page 14
- Section 3.5.3, “Modifying reported issues,” on page 15
- Section 3.5.4, “Re-replicating objects after resolving replication issues,” on page 15

3.5.1 Prerequisites

Define a bundle or policy with system variables:

1. In the ZENworks Control Center, click Bundles.
2. Select any bundle and click Settings > System Variables.
3. Define a system variable and use this system variable in Bundle > Actions.
4. Apply and publish the bundle.

Define a bundle or policy with undefined references such as Bundle Installed and Specified Devices:

1. In the ZENworks Control Center, click Bundles.
2. Select any bundles and click Requirements.
3. Click Add Filter and select Bundle Installed and Specified Devices.
4. Apply and publish the bundle.

3.5.2 Resolving notified replication issues

1. In ZENworks Control Center, click Subscribe and Share.
2. Click New > Subscription.
3. Select ZENworks Subscription and click Next.
4. Provide a name for ZENworks subscription and click Next.
5. Select a zone by clicking the Registered Zones drop-down list.
6. Click Next.
7. Select the shared bundles which have undefined references and variables.
8. Select the shared policies which have undefined references and variables.
9. Click Next.
10. Click ZENworks Subscription created and click the Run Now link.
11. After the ZENworks Subscription is executed, click the Replication Issues tab.
3.5.3 Modifying reported issues

To modify reported issues:

1. Resolve the issue by modifying the reported issues.
2. Set the available bundles for Bundle Install issue.
3. Set the available device for Specified Device issue.
4. Set the correct value for the Variable issue.

3.5.4 Re-replicating objects after resolving replication issues

You can update the replicated objects with modified values after re-replication:

1. Log in to ZENworks Control Center.
2. Click Subscribe and Share.
3. Click the ZENworks Subscription created, then click the Run Now link.
4. After the ZENworks Subscription is executed, click the Replication Issues tab.
5. Click the Show Resolved Issues link to see all resolved issues.

3.6 Using different options for replicating objects

- Section 3.6.1, “Replicating objects by using the Replicating as a Sandbox Version option,” on page 15
- Section 3.6.2, “Replicating objects by using the Force Content Replication option,” on page 16
- Section 3.6.3, “Replicating objects by using the Overwrite Local Modifications option,” on page 16

3.6.1 Replicating objects by using the Replicating as a Sandbox Version option

Using a sandbox version enables testing the replication on your system before you assign the shared bundle or policy.

1. Log in to ZENworks Control Center.
2. Click Subscribe and Share.
3. Create a new ZENworks Subscription.
4. Select the shared bundles for download.
5. Select the shared policies for download.
6. Click Bundles and check the version.
7. Click Policies and check the version.

NOTE: In case of chained bundles, if there is any update made to a chained bundle without making any changes to the parent bundle in the Sharing zone, then these changes cannot be replicated in the Subscriber zone. For more information on bundles, see ZENworks Software Distribution Reference.
3.6.2 Replicating objects by using the Force Content Replication option

By using this replication option, you can re-download the objects from the repository if they are corrupted on the Subscriber zone and replicate them.

1. Log in to ZENworks Control Center.
2. Click Subscribe and Share.
3. Click the ZENworks Subscription that is created.
4. Select the Force Content Replication box.
5. Click the Run Now link.

3.6.3 Replicating objects by using the Overwrite Local Modifications option

You can overwrite the locally modified objects so that they resemble objects in the Sharing zone.

1. Log in to ZENworks Control Center.
2. Click Subscribe and Share.
3. Click the ZENworks Subscription that is created.
4. Run the ZENworks Subscription.
5. Modify the locally replicated bundles and policies and publish the same.
6. In the Summary tab, set the option to Overwrite Local Modifications.
7. Run the ZENworks Subscription.

3.7 Additional Scenarios

- Section 3.7.1, “Replicating Chained Bundles,” on page 16
- Section 3.7.2, “Replicating Add-On Image Files,” on page 16
- Section 3.7.3, “Replicating objects after changing the download location,” on page 17

3.7.1 Replicating Chained Bundles

In case of chained bundles, if you have selected only the parent bundle for replication, then both the parent and the child bundle get replicated in the Subscriber zone in the first instance. Subsequently, if there are any modifications made to the child bundle without making any changes in the parent bundle in the Sharing zone, then these changes do not get replicated in the Subscriber zone. For the replication to work correctly, you need to either modify the parent bundle in the Sharing zone, or select both parent and child bundles in the subscription.

3.7.2 Replicating Add-On Image Files

Add-On Image files are not a part of the ZENworks repository because of which are not available for download from the ZENworks server. Hence, you cannot replicate add-on image files to a Subscriber zone.
3.7.3 Replicating objects after changing the download location

After an object like a bundle or a policy is replicated for the first time in a Subscriber zone, changing the download location for the object does not create a new object in the original location during subsequent replications. Instead, the original replicated object is updated.

For any object in the Sharing zone, there can be a maximum of two copies in the Subscriber zone. One object can have the same GUID and another with a different GUID. If you want the object to have the same GUID, select the Retain GUID option during replication. This options is applicable only for ZENworks subscriptions.

When the Retain GUID option is selected for a ZENworks subscription, the GUID and the version is retained while replicating objects. Once the object is replicated with the Retain GUID option, if it is modified locally in the subscriber zone, one or more objects with a higher version will be present. The next replication of the object from the Sharing zone does not work as higher versions of the object are already present in the Subscriber zone, and it is not useful to update any non-published version of the object while retaining the version of the replicating object. Hence, if the objects are replicated by using the Retain GUID option, ideally they should not be modified locally in the Subscriber zone.

NOTE

- If there are bundles with child references or if the bundles include chains, this option cannot be used to replicate bundles between publisher and subscriber zones.
- For a ZENworks subscription, you cannot select the Retain GUID and Create Sandbox options together because they have conflicting behaviors. When the Retain GUID option is selected, the version number for the object is retained. However, when the Create Sandbox option is selected, the version is -1.
This appendix provides solutions to problems that you may encounter when using the Subscribe and Share feature.

A.1 Troubleshooting Subscribe and Share

- “Unable to share Preboot and Patch bundles with Subscribers” on page 19
- “Error occurs while creating Subscriber keys that have long names on MS SQL database” on page 19

Unable to share Preboot and Patch bundles with Subscribers

Source: ZENworks; Subscribe and Share.

Explanation: The following types of bundles cannot be shared with subscribers:

- **Preboot bundles**: ZENworks servers host content files that are a part of the content repository. Preboot bundles might contain .zmg files that are not a part of the ZENworks content repository. The Subscribers cannot download the .zmg files and replicate the Imaging bundle. As a result, you cannot share a Preboot bundle or assign it to Subscribers, Subscriber groups, or Subscriber folders.

- **Patch bundles**: Sharing of Windows, Linux, or Macintosh Patch bundles is not supported. A ZENworks subscription does not ensure that the modules and services related to Patch Management are enabled and running in a Subscriber zone. Hence, the replication of Patch bundles is prevented. You cannot share a Patch bundle, or assign it to Subscribers, Subscriber groups, or Subscriber folders. The content in the /Bundles/ZPM folder for Patch bundles cannot be replicated even if it contains other bundles because they are automatically filtered.

Error occurs while creating Subscriber keys that have long names on MS SQL database

Source: ZENworks; Subscribe and Share.

Explanation: If you provide a long Subscriber key name, when the MS SQL database converts the name into bytes, the index created from this name might exceed the database limitation for the index length (900 characters). In this case, the Subscriber key creation fails.