

The information in this Readme pertains to Novell ZENworks 11, the product that provides a comprehensive management of Linux and Windows servers and workstations.

- ♦ [Section 1, “Readme Updates,”](#) on page 1
- ♦ [Section 2, “Localization Update for ZENworks 11 SP1,”](#) on page 1
- ♦ [Section 3, “Before You Install or Upgrade,”](#) on page 1
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1 Readme Updates

The following table contains information on the documentation content changes that were made in this Readme after the initial release of ZENworks 11.

Table 1 *Readme Updates*

Date	Readme Item Added or Updated
August 08, 2011	Added an update on localization for ZENworks 11 SP1 in Section 2, “Localization Update for ZENworks 11 SP1,” on page 1.
April 06, 2011	In Section 3.5, “Installation Issues,” on page 2, added Section 3.5.7, “Windows 7 SP1 or Windows Server 2008 R2 SP1 devices fail to register with the ZENworks 11 Primary Server,” on page 4.

2 Localization Update for ZENworks 11 SP1

The ZENworks 11 SP1 product documentation has not been localized. For issues specific to ZENworks 11 SP1, see the [ZENworks 11 SP1 Readme](http://www.novell.com/documentation/zenworks11/readme/readme_zenworks11sp1.html) (http://www.novell.com/documentation/zenworks11/readme/readme_zenworks11sp1.html).

For all other ZENworks 11 SP1 documentation, see the [Novell ZENworks 11 SP1 documentation Web site](http://www.novell.com/documentation/zenworks11) (<http://www.novell.com/documentation/zenworks11>).

3 Before You Install or Upgrade

Before you start installing or upgrading to ZENworks 11, review the information in the following sections:

- ♦ [Section 3.1, “What’s New,”](#) on page 2
- ♦ [Section 3.2, “Supported Platforms and Installation Instructions,”](#) on page 2
- ♦ [Section 3.3, “Upgrade Prerequisites and Instructions,”](#) on page 2

- ◆ [Section 3.4, “Additional Product Documentation,” on page 2](#)
- ◆ [Section 3.5, “Installation Issues,” on page 2](#)

This product contains undocumented utilities that Novell Support might use to diagnose or correct problems.

3.1 What’s New

For detailed information about the new features or enhancements in ZENworks 11, see the “What’s New” section in the *Novell ZENworks 11 Upgrade Guide* (<http://www.novell.com/documentation/zenworks11/>).

3.2 Supported Platforms and Installation Instructions

See the *Novell ZENworks 11 Installation Guide* (<http://www.novell.com/documentation/zenworks11/>).

3.3 Upgrade Prerequisites and Instructions

For detailed information on prerequisites and instructions for upgrading Primary Servers, Satellites, and managed devices to ZENworks 11, see the *Novell ZENworks 11 Upgrade Guide* (<http://www.novell.com/documentation/zenworks11/>).

3.4 Additional Product Documentation

This Readme lists the issues specific to ZENworks 11.

For all other ZENworks 11 documentation, see the [Novell ZENworks 11 documentation Web site](http://www.novell.com/documentation/zenworks11/) (<http://www.novell.com/documentation/zenworks11/>).

3.5 Installation Issues

This section contains information about issues that might occur when you install ZENworks 11.

- ◆ [Section 3.5.1, “Some ZENworks partitions must be fixed in order to work with Configuration Management,” on page 3](#)
- ◆ [Section 3.5.2, “Time synchronization causes invalid certificate errors,” on page 3](#)
- ◆ [Section 3.5.3, “Command line installation on a Linux server with the MS SQL Server or Oracle database fails,” on page 3](#)
- ◆ [Section 3.5.4, “You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server,” on page 3](#)
- ◆ [Section 3.5.5, “Server or Agent installation taking long time to finish,” on page 4](#)
- ◆ [Section 3.5.6, “Unable to install a Primary Server with a user configured in a User Source where SSL is enabled,” on page 4](#)
- ◆ [Section 3.5.7, “Windows 7 SP1 or Windows Server 2008 R2 SP1 devices fail to register with the ZENworks 11 Primary Server,” on page 4](#)

3.5.1 Some ZENworks partitions must be fixed in order to work with Configuration Management

If your environment is running the Novell ZENworks Linux Management - Dell Edition and you created ZENworks partitions on your clients, when the partition is booted to update your clients to ZENworks 11 Configuration Management, the partition no longer works and the update fails.

Workaround: Before you install ZENworks 11 Configuration Management to your environment, create a scripted imaging task and force all ZENworks partitions to run it in preparation to update to Configuration Management.

Create the following script to fix the `/etc/ZUpdate.sig` file contained in the `initrd` resource file:

```
export PATH=/sbin:/usr/sbin:/bin:/usr/bin:/sbin
mount $ZENDEVICE /mnt/harddisk
cp /mnt/harddisk/boot/loader/initrd /initrd.gz
#make a backup of initrd
cp /mnt/harddisk/boot/loader/initrd /mnt/harddisk/boot/loader/initrd.sav
gunzip /initrd.gz
mount -o loop /initrd /mnt/cdrom
cp /mnt/cdrom/etc/ZUpdate.sig /
dos2unix /ZUpdate.sig
cp /ZUpdate.sig /mnt/cdrom/etc
umount /mnt/cdrom
gzip -v9c /initrd > /mnt/harddisk/boot/loader/initrd
umount /mnt/harddisk
```

3.5.2 Time synchronization causes invalid certificate errors

If time is not synchronized on the network before you install the ZENworks services, you might see invalid certificate errors because the certificates have dates that are in the future, and therefore are considered invalid.

Workaround: Make sure that your network has its time synchronized before you install the ZENworks services. Make sure to include ZENworks back-end servers in the synchronization.

3.5.3 Command line installation on a Linux server with the MS SQL Server or Oracle database fails

During the command line installation of ZENworks 11 on a Linux server, if you choose to create a MS SQL Server or an Oracle database, and subsequently specify an existing database username, the installation fails at the end.

Workaround: Specify a new database username while creating the database.

3.5.4 You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server

The installer prompts for the first reboot after completing the installation of ZENworks Asset Management. The server prompts for a reboot again to remove any additional packages that might have been installed while installing ZENworks Asset Management.

Workaround: None

3.5.5 Server or Agent installation taking long time to finish

When installing the ZENworks Server or ZENworks Adaptive Agent on a virtual machine, the installation takes much more time than normal and can appear to hang. This can be caused by the VM operating system not matching the operating system specified during creation of the VM. For example, Windows Vista is selected as the Guest OS for the VM during creation but the actual guest operating system is Windows 7.

Workaround: Allow adequate time for the installation to complete (up to 4 hours).

Workaround: Upgrade your hypervisor software to a version that has a Guest OS that matches the VMs operating system. For example, Windows 7 and Windows Server 2008 R2 (x64) are not natively supported in VMware Workstation versions earlier than 7.0 or ESX/ESXi versions before ESXi 4.0.0 Build 208167.

3.5.6 Unable to install a Primary Server with a user configured in a User Source where SSL is enabled

When you try to add an additional Primary Server by using the administrator user created in the User Source, the installation log file displays the following message:

```
<Message><MessageID><![CDATA[0000]]></
MessageID><MessageString><![CDATA[ConfigureAction failed!:
com.novell.zenworks.datamodel.exceptions.InternalDataModelException:com.novell
l.zenworks.datamodel.exceptions.UntrustedCertificateException:com.novell.zenw
orks.datamodel.exceptions.UntrustedCertificateException:javafx.naming.Communic
ationException: simple bind failed:<server:port> [Root exception
isjavafx.net.ssl.SSLHandshakeException:
java.security.cert.CertificateException:No trusted certificate found]
```

Workaround: You must use the administrator users created in ZENworks 11. Users configured in a User Source where SSL is enabled might not be able to add additional Primary Servers to the zone.

For more information on creating a user, see the *ZENworks 11 System Administration Reference* (<http://www.novell.com/documentation/zenworks11/>).

3.5.7 Windows 7 SP1 or Windows Server 2008 R2 SP1 devices fail to register with the ZENworks 11 Primary Server

If your Management Zone consists of Windows 7 SP1 or Windows Server 2008 R2 SP1 devices, the devices might fail to register with the ZENworks 11 Primary Server if the [ZCM 11.0 Combined Patch](http://download.novell.com/Download?buildid=dKSmfmpsOpA~) (<http://download.novell.com/Download?buildid=dKSmfmpsOpA~>) has not been applied on all the Primary Servers in the Management Zone.

Workaround: Apply the [ZCM 11.0 Combined Patch](http://download.novell.com/Download?buildid=dKSmfmpsOpA~) (<http://download.novell.com/Download?buildid=dKSmfmpsOpA~>) on all the Primary Servers in the Management Zone.

4 Operational Known Issues

This section contains information about ZENworks 11 issues that might occur while working with ZENworks 11:

- ♦ [Section 4.1, “General Issues,” on page 5](#)
- ♦ [Section 4.2, “Asset Management,” on page 6](#)

- ◆ Section 4.3, “AdminStudio,” on page 6
- ◆ Section 4.4, “Bundles,” on page 7
- ◆ Section 4.5, “Endpoint Security Management,” on page 7
- ◆ Section 4.6, “Intel Active Management Technology,” on page 10
- ◆ Section 4.7, “Linux Package Management,” on page 11
- ◆ Section 4.8, “Locations,” on page 12
- ◆ Section 4.9, “Logging In,” on page 12
- ◆ Section 4.10, “Migration,” on page 13
- ◆ Section 4.11, “Patch Management,” on page 13
- ◆ Section 4.12, “Personality Migration,” on page 15
- ◆ Section 4.13, “Policies,” on page 15
- ◆ Section 4.14, “Remote Management,” on page 17
- ◆ Section 4.15, “Reporting,” on page 17
- ◆ Section 4.16, “Satellites,” on page 23
- ◆ Section 4.17, “ZENworks Adaptive Agent,” on page 24
- ◆ Section 4.18, “ZENworks Adaptive Agent,” on page 25
- ◆ Section 4.19, “ZENworks Virtual Appliance,” on page 25
- ◆ Section 4.20, “Zman,” on page 27

4.1 General Issues

This section contains information about the general issues that might occur while working with ZENworks 11.

- ◆ Section 4.1.1, “Keyboard support for selecting an application on the toolbar is not working,” on page 5
- ◆ Section 4.1.2, “ZENworks settings might not be immediately applied to the devices,” on page 5
- ◆ Section 4.1.3, “Concurrently performing operations in multiple sessions of ZENworks Control Center might result in an exception,” on page 6

4.1.1 Keyboard support for selecting an application on the toolbar is not working

By default, Windows does not provide keyboard support for the toolbar.

Workaround: Enable the accessibility options in Windows and use the Accessibility Wizard to enable mouse key settings. Then, mouse functions are controlled by using the numeric keypad.

4.1.2 ZENworks settings might not be immediately applied to the devices

The settings that you configure at the zone, device folders, or on individual devices by using ZENworks Control Center or the zman commands might be applied to the devices after approximately 10 minutes.

Workaround: If you want the settings to be applied to the devices immediately after you configure them, manually run the following command on each managed device for which you have configured the settings:

zac ref bypasscache

4.1.3 Concurrently performing operations in multiple sessions of ZENworks Control Center might result in an exception

If ZENworks Control Center is opened in multiple browsers and you choose to perform an operation on an object in one browser when the same object is being modified or accessed in the other browser, an exception might occur.

For example, if you update an object in one session of ZENworks Control Center when the same object has been deleted in another session of ZENworks Control Center.

Workaround: None.

4.2 Asset Management

This section contains information about issues that might occur when you use Asset Management.

- ♦ [Section 4.2.1, “Migrating ZENworks 7.5 Asset Management objects to ZENworks 11 Configuration Management connected to an Oracle database fails,” on page 6](#)

4.2.1 Migrating ZENworks 7.5 Asset Management objects to ZENworks 11 Configuration Management connected to an Oracle database fails

If the ZENworks Asset Management 7.5 zone is connected to an Oracle database, migration of ZENworks Asset Management 7.5 objects to ZENworks 11 Asset Management fails with an authentication error if the Oracle Client version is 10.2.0.x.

Workaround: Do one of the following before migrating the objects:

- ♦ Upgrade the Oracle 10.2.0.x client to Oracle 11.2.0.
- ♦ Downgrade the Oracle 10.2.0.x client to Oracle 10.1.0.2.

For more information, see [TID 7006490 \(http://www.novell.com/support/\)](http://www.novell.com/support/).

4.3 AdminStudio

This section contains information about issues that might occur with the Standard Edition of AdminStudio 9.5.

- ♦ [Section 4.3.1, “Unable to update the existing bundles by using the AdminStudio Distribution Wizard,” on page 6](#)

4.3.1 Unable to update the existing bundles by using the AdminStudio Distribution Wizard

In the Bundle Creation page of the AdminStudio Distribution Wizard for ZENworks Configuration Management, if you select the *Update an existing bundle using these Windows Installer package files* option, the existing bundles on the ZENworks server are not listed in the Bundles tree.

Consequently, you cannot proceed with the Wizard. For more information, see [TID 7005162 in the Novell Support Knowledgebase \(http://support.novell.com\)](http://support.novell.com/).

This issue occurs only with AdminStudio 9.5.

Workaround: None.

4.4 Bundles

This section contains information about issues that might occur when you use bundles in ZENworks Configuration Management.

- ◆ [Section 4.4.1, “Disabling or enabling a bundle in ZENworks Control Center does not immediately reflect the changes on the bundle’s page,” on page 7](#)
- ◆ [Section 4.4.2, “Content Replication settings of a bundle are not effective for the sandbox and older versions of the bundle,” on page 7](#)

4.4.1 Disabling or enabling a bundle in ZENworks Control Center does not immediately reflect the changes on the bundle’s page

If you use ZENworks Control Center to disable or enable a bundle that has been recently opened, the changes are not immediately reflected on the bundle’s page.

Workaround: In ZENworks Control Center, refresh the bundle page to reflect the changes.

4.4.2 Content Replication settings of a bundle are not effective for the sandbox and older versions of the bundle

The Content Replication settings of a bundle is applied only to the published version of a bundle. However, the sandbox and older versions of the bundle gets the settings applied at the folder level or the zone level (in that order).

Workaround: To enable all the versions of a bundle to get the same Content Replication settings, do one of the following:

- ◆ Override the settings at the folder or the zone level. However, this affects all the bundles within the folder or zone.
- ◆ Move the bundle to a folder and override the settings at the folder level. However, this affects all the bundles within the folder.

4.5 Endpoint Security Management

This section contains information about issues that might occur when you use ZENworks Endpoint Security Management.

- ◆ [Section 4.5.1, “The Endpoint Security Agent does not support user-assigned policies for Fast User switching,” on page 8](#)
- ◆ [Section 4.5.2, “The VM operating system crashes when shutting down,” on page 8](#)
- ◆ [Section 4.5.3, “Forcing an immediate update of Endpoint Security zone settings,” on page 8](#)
- ◆ [Section 4.5.4, “A hang occurs when copying a file to an RSD password-encrypted folder,” on page 8](#)
- ◆ [Section 4.5.5, “Access denied to RSD when a decryption password is not entered,” on page 8](#)
- ◆ [Section 4.5.6, “Intermittent crash when creating diagnostic package on Windows 7 64-bit devices,” on page 9](#)
- ◆ [Section 4.5.7, “Path-based exceptions for Windows Firewall are not working,” on page 9](#)

4.5.1 The Endpoint Security Agent does not support user-assigned policies for Fast User switching

The Endpoint Security Agent does not support user-assigned security policies on devices where Fast User switching is used (that is, switching between user accounts without quitting applications and logging out).

Workaround: In environments where Fast User switching is required, assign security policies to the device, not to the user.

4.5.2 The VM operating system crashes when shutting down

When you run the Endpoint Security Agent on a VM client operating system such as Windows XP or Windows 7, the VM operating system might crash when manually shutting down.

Workaround: None.

4.5.3 Forcing an immediate update of Endpoint Security zone settings

By default, Management Zone settings are cached on the ZENworks Server and the cache is updated every 10 minutes. Because of this, if a change is made to a zone setting, devices don't receive the changes until the next cache update, which might be as long as 10 minutes.

For ZENworks Endpoint Security Management, the following are stored as zone settings:

- ◆ Location and network environment settings
- ◆ Zone security policies
- ◆ Effective policy report settings
- ◆ Data encryption keys

If you change any of these settings and you want to apply them immediately to a device, you must use the `zac` command line utility on the device to bypass the ZENworks Server cache and retrieve the new settings. To do so, run the following command on the device:

```
zac ref general bypasscache
```

4.5.4 A hang occurs when copying a file to an RSD password-encrypted folder

When you copy a file to a password-encrypted folder on a removable storage device (RSD), if you use the Copy dialog box to cancel the copy before you enter the encryption password in the Password Encryption dialog box, the copy process stops responding and the device appears to hang.

Workaround: Cancel the copy by using the *Cancel* button in the Password Encryption dialog box rather than in the Copy dialog box.

4.5.5 Access denied to RSD when a decryption password is not entered

If the Data Encryption policy that is applied to a device is configured to require a decryption password, the decryption password applies to both Safe Harbor folders and removable storage devices. The password must be entered before either a Safe Harbor or removable storage device can be used.

The decryption password prompt is displayed at Windows startup. If a USB device is inserted before the device's user enters the decryption password and the user attempts to access the device, access is denied. The device becomes accessible only after the user enters the decryption password.

4.5.6 Intermittent crash when creating diagnostic package on Windows 7 64-bit devices

A Windows crash sometimes occurs the first time a diagnostics package is created on a Windows 7 64-bit device. This crash is intermittent and does not occur on all machines.

Workaround: The crash only occurs the first time a diagnostics package is created. Reboot the machine and create the diagnostics package again.

4.5.7 Path-based exceptions for Windows Firewall are not working

After enforcement of a Data Encryption policy on a Windows XP/Vista/7 device, Windows XP and Windows Vista users are unable to add new path-based exceptions to the Windows Firewall through the Windows Firewall interface. For Windows XP/Vista/7, all path-based exceptions that existed on devices prior to enforcement of the Data Encryption policy no longer work.

Workaround: To add new path-based exceptions on Windows XP and Windows Vista:

- 1** In the Windows registry, locate the following key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Zesocc
```

- 2** Locate the ReparseExclusions value.

This is a REG_MULTI_SZ value that is prepopulated with the following string:

```
\PROGRAM FILES\NOVELL\ZENWORKS\BIN\NZRWINVNC.EXE
```

- 3** To add another application, double-click the ReparseExclusions value and specify the application path in the Value Data list.

Do not include the drive letter in the path. The path is relative to the root, as shown under Step 2.

- 4** Reboot the computer.
- 5** Add the applications through the Windows Firewall interface.

Workaround: To enable existing path-based exceptions to work on Windows XP/Vista/7:

- 1** In the Windows registry, locate the following key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Zesocc
```

- 2** Locate the ReparseExclusions value.

This is a REG_MULTI_SZ value that is prepopulated with the following string:

```
\PROGRAM FILES\NOVELL\ZENWORKS\BIN\NZRWINVNC.EXE
```

- 3** To add an application already defined as an exception in the Windows Firewall, double-click the Reparse Exclusions value and specify the application path in the Value Data list.

Do not include the drive letter in the path. The path is relative to the root, as shown under Step 2.

- 4** Reboot the computer.

4.6 Intel Active Management Technology

This section contains information about issues that might occur when you use Intel AMT in ZENworks Configuration Management.

- ♦ [Section 4.6.1, “An Intel AMT device is not discovered even after entering correct credentials,” on page 10](#)
- ♦ [Section 4.6.2, “Unable to provision, unprovision, delete, or search an iAMT device through a search filter,” on page 10](#)

4.6.1 An Intel AMT device is not discovered even after entering correct credentials

When you enter the credentials on an Intel AMT device during provisioning, the device is sometimes not discovered.

Workaround: To ensure that the device is discovered, use the following steps to reprovision the device:

- 1 Unprovision the device, then disable Remote Configuration.
- 2 Save the changes, then restart the device.
- 3 After the device has restarted, enter the BIOS screen, then enable Remote Configuration.
- 4 Enter the credentials, then provision the device.
- 5 Verify if the device is getting discovered. Repeat [Step 1](#) through [Step 5](#) to reprovision the device until the device is discovered.

4.6.2 Unable to provision, unprovision, delete, or search an iAMT device through a search filter

If you restart the Novell ZENworks Loader Service while provisioning, unprovisioning, deleting, or searching an iAMT device through a search filter, the status of the device becomes suspended.

Workaround: Remove the Intel AMT device by unprovisioning it:

- 1 In ZENworks Control Center, click *Devices*.
- 2 Click *Discovered*.
- 3 Click the *Intel AMT Devices* link to view all the discovered Intel AMT devices.
- 4 Select an Intel AMT device that you want to provision, then click *Action > Unprovision*.
- 5 If you want to delete the Intel AMT device after unprovisioning fails, select the *Delete the device if unprovisioning fails* check box.
- 6 Click *OK*.

If you want to provision an Intel AMT device, you must configure it.

For more information on how to configure an AMT device, see the [Novell ZENworks 11 Out-Of-Band Management Guide](http://www.novell.com/documentation/zenworks11/) (<http://www.novell.com/documentation/zenworks11/>)

4.7 Linux Package Management

This section contains information about issues that might occur when you use Linux Package Management in ZENworks Configuration Management.

- ♦ [Section 4.7.1, “Unable to upgrade an OES 2 SP1 managed device to OES 2 SP2 by using the `zac dup` command,” on page 11](#)
- ♦ [Section 4.7.2, “The Terminate action set is not supported for Linux bundles and Linux Patch bundles on managed devices,” on page 11](#)
- ♦ [Section 4.7.3, “Unable to replicate a ZLM Subscription on a ZENworks Server,” on page 11](#)

4.7.1 Unable to upgrade an OES 2 SP1 managed device to OES 2 SP2 by using the `zac dup` command

If you use the `zac dup` command to upgrade an OES 2 SP1 managed device to OES 2 SP2, the upgrade fails with the Out-of-memory exception. This is because ZENworks Adaptive Agent uses the default JVM memory of 128 MB to upgrade, but the memory cannot handle large bundles and packages.

Workaround: Increase the JVM memory size of the OES 2 SP1 managed device before upgrading it to OES 2 SP2:

- 1 Open the `/etc/init.d/novell-zenworks-xplatzmd` file in a text editor.
- 2 Search for the `PARAMS to JSVC` section in the file, then locate the `EXTRA_OPTS` variable.
- 3 Prepend `-Xms256m -Xmx256m` to the `EXTRA_OPTS` variable as follows:

```
EXTRA_OPTS="-Xms256m -Xmx256m -
Djavax.xml.stream.XMLInputFactory=com.ctc.wstx.stax.WstxInputFactory -
Djavax.xml.stream.XMLOutputFactory=com.ctc.wstx.stax.WstxOutputFactory -
Djavax.xml.stream.XMLEventFactory=com.ctc.wstx.stax.WstxEventFactory -
Djava.rmi.server.hostname=127.0.0.1"
```
- 4 Save the `/etc/init.d/novell-zenworks-xplatzmd` file.
- 5 Restart the ZENworks Adaptive Agent by running the `/etc/init.d/novell-zenworks-xplatzmd restart` command.

4.7.2 The Terminate action set is not supported for Linux bundles and Linux Patch bundles on managed devices

Workaround: None.

4.7.3 Unable to replicate a ZLM Subscription on a ZENworks Server

After you delete a bundle that was created by replicating a ZLM Subscription with the *Retain BundleGUID* option selected, if you choose to immediately replicate the ZLM Subscription again with the *Retain BundleGUID* option selected, the replication might fail.

Workaround: Wait for at least 15 minutes before you start replicating the ZLM Subscription again.

4.8 Locations

This section contains information about issues that might occur when working with locations and network environments in ZENworks 11.

- ♦ [Section 4.8.1, “ZENworks Database must be up and running before the ZENworks Server Service starts,” on page 12](#)

4.8.1 ZENworks Database must be up and running before the ZENworks Server Service starts

ZENworks database must be up and running before the ZENworks Server Service starts so that the ZENworks Location Web Service can acquire a reference to a valid service to the database.

4.9 Logging In

This section contains information about issues that might occur when logging in to various locations in ZENworks 11.

- ♦ [Section 4.9.1, “Login to ZENworks Control Center fails in Internet Explorer when using unsupported DNS characters in the server name,” on page 12](#)

4.9.1 Login to ZENworks Control Center fails in Internet Explorer when using unsupported DNS characters in the server name

A Microsoft security fix (see Microsoft Knowledge Base article [312461](http://support.microsoft.com/default.aspx/kb/312461) (<http://support.microsoft.com/default.aspx/kb/312461>)) disallows certain characters in DNS names by not returning cookies when those characters are used in the server's name. Without cookies being returned, state information cannot be preserved across HTML requests, so the user cannot log in to ZENworks Control Center.

The only characters allowed for DNS names in Windows are the alphabetical characters (a-z), numbers, and the hyphen. For example, you cannot use an underscore character. Use a hyphen instead.

This is not an issue with the Mozilla Firefox browser, even when it is run on Windows.

Workarounds:

- ♦ Reference the IP address instead of its DNS name.
- ♦ Reference a valid DNS name for the IP address the server is using. For example, your server name might be A_Server.mycompany.com, but the DNS registration for the IP address might be Aserver.mycompany.com, which will work.
- ♦ If you only use Internet Explorer to run ZENworks Control Center, do not use underscores in your server names.

4.10 Migration

This section contains information about issues that might occur during migration to ZENworks Configuration Management.

- ♦ [Section 4.10.1, “Unable to view the migration help files in the Firefox 3.0.x browser,” on page 13](#)

4.10.1 Unable to view the migration help files in the Firefox 3.0.x browser

If you run the ZENworks Configuration Management Migration utility on a device that has Firefox 3.0.x set as a default browser, the help file is not displayed when you click the help icon.

Workaround: Set Firefox 2.0 or Internet Explorer as the default browser on the device.

4.11 Patch Management

This section contains information about issues that might occur when you use ZENworks 11 Patch Management.

- ♦ [Section 4.11.1, “Windows Installer might need to be updated for some patches,” on page 13](#)
- ♦ [Section 4.11.2, “A few patches cannot be deployed on SLES 11 SP1,” on page 13](#)
- ♦ [Section 4.11.3, “Enabling or disabling a custom patch in ZENworks Control Center fails with an exception,” on page 14](#)
- ♦ [Section 4.11.4, “Unable to download Patches or Signatures on Linux servers,” on page 14](#)

4.11.1 Windows Installer might need to be updated for some patches

Deployment of certain.NET patches might require that the latest Windows Installer be installed. Otherwise, you can receive errors when deploying those patches.

Workaround: Prior to deploying.NET patches, verify whether a Windows Installer version is a prerequisite. If necessary, create a bundle to deploy the latest Windows Installer (version 3.1 or later) to your systems. Windows Installers are available from [Microsoft \(http://www.microsoft.com/downloads/details.aspx?familyid=889482fc-5f56-4a38-b838-de776fd4138c&displaylang=en\)](http://www.microsoft.com/downloads/details.aspx?familyid=889482fc-5f56-4a38-b838-de776fd4138c&displaylang=en).

4.11.2 A few patches cannot be deployed on SLES 11 SP1

Patch Management cannot deploy the following patches on SLES 11 SP1:

Novell SUSE 2010:2473 libpng12-0 security update for SLES 11 SP1 x86_64
Novell SUSE 2010:2570 kernel security update for SLES 11 SP1 x86_64
Novell SUSE 2010:2598 libsnmp15 recommended update for SLES 11 SP1 x86_64
Novell SUSE 2010:2609 MozillaFirefox security update for SLES 11 SP1 x86_64
Novell SUSE 2010:2647 popt security update for SLES 11 SP1 x86_64
Novell SUSE 2010:2764 kernel security update for SLES 11 SP1 x86_64
Novell SUSE 2010:2781 MozillaFirefox security update for SLES 11 SP1 x86_64
Novell SUSE 2010:2822 gpg2 security update for SLES 11 SP1 x86_64
Novell SUSE 2010:2919 freetype2 security update for SLES 11 SP1 x86_64
Novell SUSE 2010:2980 libHX13 security update for SLES 11 SP1 x86_64
Novell SUSE 2010:3046 libpng-devel security update for SLES 11 SP1 x86_64

Novell SUSE 2010:3069 kernel security update for SLES 11 SP1 x86_64
Novell SUSE 2010:3125 bzip2 security update for SLES 11 SP1 x86_64
Novell SUSE 2010:3148 kernel security update for SLES 11 SP1 x86_64
Novell SUSE 2010:3160 MozillaFirefox security update for SLES 11 SP1 x86_64
Novell SUSE 2010:3202 freetype2 security update for SLES 11 SP1 x86_64
Novell SUSE 2010:3243 libmysqlclient-devel security update for SLES 11 SP1 x86_64
Novell SUSE 2010:3280 kernel security update for SLES 11 SP1 x86_64

4.11.3 Enabling or disabling a custom patch in ZENworks Control Center fails with an exception

Workaround: Disabling and enabling custom patches is currently not supported. The custom patches are enabled by default. If you do not require a custom patch, delete it.

4.11.4 Unable to download Patches or Signatures on Linux servers

When you try to download signatures or patches, in `/var/opt/novell/log/zenworks/loader-messages.log`, multiple error messages of the following form are displayed:

```
Signature Download XXX .pls failed
```

A possible cause might be that `/opt/novell/zenworks/zpm` is owned by root instead of zenworks.

Workaround: Do the following:

- 1** Open a terminal and run the following command:

```
chown zenworks:zenworks /opt/novell/zenworks/zpm
```

- 2** Restart Novell ZENworks Loader service by running the following command:

```
/etc/init.d/novell-zenloader restart
```

- 3** (Optional) If you want to start the patch replication at the scheduled time, and if the replication is desired immediately, perform the following:

- 3a** In ZENworks Control Center, click *Configuration*

- 3b** Click *Patch Management > Subscription Service Information*.

- 3c** Click *Update Now* to start the replication.

For more details, see TID 7007532 available in the [Novell Support Knowledgebase \(http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=7007532&sliceId=2&docTypeID=DT_TID_1_1&dialogID=196504900&stateId=1%20%2097550229\)](http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=7007532&sliceId=2&docTypeID=DT_TID_1_1&dialogID=196504900&stateId=1%20%2097550229).

4.12 Personality Migration

This section contains information about issues that might occur when you use Personality Migration in ZENworks Configuration Management.

- ♦ [Section 4.12.1, “A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application,” on page 15](#)
- ♦ [Section 4.12.2, “Unable to install a printer on the destination device,” on page 15](#)
- ♦ [Section 4.12.3, “Unable to store or apply a PNP file on authenticated network shares,” on page 15](#)

4.12.1 A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application

While saving the settings and data to a `.pnp` file, if you choose to use the *Advanced File Options* to span the content to multiple files, you must specify a password in the *Password to encrypt the PNP file* option.

Workaround: None

4.12.2 Unable to install a printer on the destination device

Workaround: Before migrating the printer settings from the source device to the destination device, do the following:

- 1 Create a directory named `PrinterDrivers` in any of the logical drives such as C:, D:, or E:.
- 2 Download and copy the unzipped driver to the `PrinterDrivers` directory.

4.12.3 Unable to store or apply a PNP file on authenticated network shares

When you create bundles by using the Store Personality or Apply Personality actions, the bundles always run as a dynamic administrator. The dynamic administrator does not have the Read or Write access to the authenticated network shares, and therefore cannot store or apply a PNP file from authenticated network shares.

Workaround: To store and apply personalities, the user group *Everyone* should have Write and Read access to the shared location when you create bundles by using the Store Personality and Apply Personality actions.

4.13 Policies

This section contains information about the issues that might occur when you use ZENworks 11 Policy Management.

- ♦ [Section 4.13.1, “Some of the policy settings might not be enforced on a Terminal Server session,” on page 16](#)
- ♦ [Section 4.13.2, “Roaming profiles do not work on Windows managed devices if the profiles are stored on a Windows 2008 R2 server,” on page 16](#)

- ♦ [Section 4.13.3, “Disabling or enabling a policy in ZENworks Control Center does not immediately reflect the changes on the policy page,” on page 16](#)
- ♦ [Section 4.13.4, “Content Replication settings of a policy are not effective for the sandbox and older versions of the policy,” on page 16](#)

4.13.1 Some of the policy settings might not be enforced on a Terminal Server session

Some policies might not be applied when a user logs in to a Terminal Server session. The policy is usually automatically enforced during the next device refresh schedule. For example, the Browser Bookmarks policy, the iPrint policy, and Internet Explorer maintenance settings that are configured in the Group policy are not applied to the device.

The ZEN user daemon might not have started when the policies were enforced on the device.

Workaround: If you want to enforce a policy immediately on the device, you must manually refresh the ZENworks Adaptive Agent in one of the following ways:

- ♦ Right-click the ZENworks icon, then select *Refresh*.
- ♦ At the command prompt, run the `zac ref` command.

4.13.2 Roaming profiles do not work on Windows managed devices if the profiles are stored on a Windows 2008 R2 server

Creating roaming profiles on a Windows 2008 R2 shared location is not supported for Windows managed devices. If you try accessing the roaming profile, Windows automatically logs in to a local or temporary profile.

Workaround: None.

4.13.3 Disabling or enabling a policy in ZENworks Control Center does not immediately reflect the changes on the policy page

If you use ZENworks Control Center to disable or enable a policy that has been recently opened, the changes are not immediately reflected on the policy page.

Workaround: In ZENworks Control Center, refresh the policy page to reflect the changes.

4.13.4 Content Replication settings of a policy are not effective for the sandbox and older versions of the policy

The Content Replication settings of a policy are applied only to the published version of a policy. However, the sandbox and older versions of the policy have the settings applied at the folder level or the zone level (in that order).

Workaround: To enable all the versions of a policy to get the same Content Replication settings, do one of the following:

- ♦ Override the settings at the folder or the zone level. However, this affects all the policies within the folder or zone.
- ♦ Move the policy to a folder and override the settings at the folder level. However, this affects all the policies within the folder.

4.14 Remote Management

This section contains information about issues that might occur when you use the Remote Management feature in ZENworks Configuration Management.

- ♦ [Section 4.14.1, “On a Windows XP device, the installation of ZENworks Adaptive Agent with the Remote Management component through Remote Desktop Connection fails,”](#) on page 17
- ♦ [Section 4.14.2, “Installation of the Remote Management Viewer on a Red Hat Enterprise Linux device is not yet supported,”](#) on page 17

4.14.1 On a Windows XP device, the installation of ZENworks Adaptive Agent with the Remote Management component through Remote Desktop Connection fails

If you remotely connect to a managed device through Remote Desktop Connection (RDP), then download and install the ZENworks Adaptive Agent, the installation does not complete and the Remote Desktop Connection program stops working.

Workaround: To fix the issue, download the patch from [Microsoft Support Web site \(http://support.microsoft.com/kb/952132\)](http://support.microsoft.com/kb/952132) and install it on the managed device.

4.14.2 Installation of the Remote Management Viewer on a Red Hat Enterprise Linux device is not yet supported

Workaround: Install the Remote Management Viewer on a SUSE Linux Enterprise Server or SUSE Linux Enterprise Desktop device.

4.15 Reporting

The ZENworks Reporting solution is based on BusinessObjects Enterprise XI 3.1 Service Pack 3 (SP3). This section contains issues that might occur when you use ZENworks Reporting. To troubleshoot other error messages that you might encounter while working with BusinessObjects Enterprise XI 3.1 SP3, see the [BusinessObjects XI documentation Web site \(http://help.sap.com/businessobject/product_guides/\)](http://help.sap.com/businessobject/product_guides/).

- ♦ [Section 4.15.1, “Unable to launch the ZENworks Reporting Server InfoView after the session has expired,”](#) on page 18
- ♦ [Section 4.15.2, “Closing the ZENworks Reporting Server InfoView page without logging out to end the session fails to relaunch the ZENworks Reporting Server InfoView,”](#) on page 18
- ♦ [Section 4.15.3, “Unable to launch the ZENworks Reporting Server InfoView,”](#) on page 18
- ♦ [Section 4.15.4, “The Report Engine Server fails to initialize after installing ZENworks Reporting Server,”](#) on page 19
- ♦ [Section 4.15.5, “ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2,”](#) on page 20
- ♦ [Section 4.15.6, “The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5,”](#) on page 20
- ♦ [Section 4.15.7, “If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication,”](#) on page 20

- ◆ Section 4.15.8, “ZENworks Reporting Server does not support some BusinessObjects XI 3.1 SP3 features,” on page 20
- ◆ Section 4.15.9, “ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails,” on page 20
- ◆ Section 4.15.10, “The Launch Status object is not available after migrating the Reporting Server from ZENworks 10 Configuration Management SP3 to ZENworks 11,” on page 21
- ◆ Section 4.15.11, “The Manageable Devices filter does not display the Linux, Windows 7, and Windows Server 2008 R2 devices while generating a custom report,” on page 21
- ◆ Section 4.15.12, “The ZENworks Reporting Server InfoView displays junk characters when you create a directory in a Chinese locale,” on page 22
- ◆ Section 4.15.13, “Uninstallation of ZENworks Reporting Server in GUI mode hangs on OES 2 SP2 x86_64,” on page 22
- ◆ Section 4.15.14, “Unable to perform the Edit Query action on existing custom reports, using a Firefox 5 browser,” on page 23
- ◆ Section 4.15.15, “Unable to perform the Edit Query action on existing custom reports, using a Firefox 5 browser,” on page 23

4.15.1 Unable to launch the ZENworks Reporting Server InfoView after the session has expired

You might encounter the following error message when the ZENworks Reporting Server InfoView session expires:

```
Unable to reconnect to the CMS <server-name>:6400. The session has been logged off or has expired. (FWM 01002)
```

Workaround: Do the following:

- 1 Delete the cookies from your browser.
- 2 Close all browser instances.
- 3 Log in to ZENworks Control Center, then launch the ZENworks Reporting Server InfoView.

4.15.2 Closing the ZENworks Reporting Server InfoView page without logging out to end the session fails to relaunch the ZENworks Reporting Server InfoView

Workaround: Click *ZENworks Reporting Server InfoView* (*ZENworks Control Center > Reports*) two times to relaunch the ZENworks Reporting Server InfoView page.

All the cookies that were created in the prior session are deleted on the first click, and the ZENworks Reporting Server InfoView page is displayed on the subsequent click.

To end the ZENworks Reporting Server InfoView session, ensure that you click *Logout* on the ZENworks Reporting Server InfoView page.

4.15.3 Unable to launch the ZENworks Reporting Server InfoView

This problem might occur if the Central Management Server failed to start. The following error message is displayed in the %ZENWORKS_HOME%\logs\zcc.log file:

```
cause:com.crystaldecisions.enterprise.ocaframework.OCAFrameworkException$NotF
oundInDirectory: Server <Server_name>:6400 not found or server may be down
(FWM 01003)
cause:java.net.ConnectException: Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
```

Workaround 1: See the [Business Objects Board forum \(http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5\)](http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5).

Workaround 2: Contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

4.15.4 The Report Engine Server fails to initialize after installing ZENworks Reporting Server

The following error message is displayed when the Report Engine Server fails to initialize:

```
Cannot initialize Report Engine server. (Error: RWI 00226) (Error: INF)
```

This problem might occur when the Administrator tries to run the Web Intelligence Report (WEBi).

Workaround 1: Do the following:

- 1 Log out from the ZENworks Reporting Server InfoView.
- 2 Delete the cookies from your browser.
- 3 Close all browser instances.
- 4 Log in to ZENworks Control Center, then launch the ZENworks Reporting Server InfoView.

Workaround 2: In case, the error message is displayed even after deleting the browser cookies. Do the following:

On Windows: Restart the Server Intelligence Agent:

- 1 From the desktop *Start* menu, click *Programs > ZENworks Reporting Server > ZENworks Reporting Server > Central Configuration Manager > Server Intelligence Agent* to display the Central Configuration Manager window.
- 2 Click *Restart*.
- 3 Wait 2 to 3 minutes for the services to restart.

On Linux: Restart the BusinessObjects Enterprise services:

- 1 Stop the BusinessObjects Enterprise services by running the following command as a root user:

```
/etc/init.d/BobjEnterprise120 stop
```
- 2 Wait 2 to 3 minutes for all the services to stop.
- 3 Start the BusinessObjects Enterprise services by running the following command as a root user:

```
/etc/init.d/BobjEnterprise120 start
```
- 4 Wait 2 to 3 minutes for all the services to start.

4.15.5 ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2

ZENworks Reporting might not contain a reference to users that were created by using the ZENworks 10 Configuration Management SP2 user source. Therefore, ZENworks Reporting fails when you log in to ZENworks Control Center by using an administrator account (such as Administrator@windowdomain.com) created in ZENworks Configuration Management 10 SP2.

Workaround: On the ZENworks Reporting Server, use the following command to create users for the administrator account that was created by using the ZENworks 10 Configuration Management SP2 user source:

```
zman rpau complete_user_name
```

where the *complete_user_name* is the administrator account, such as Administrator@windowdomain.com.

4.15.6 The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5

If you launch the ZENworks Reporting Server InfoView in Firefox 3.5, and you select *New Window* as the target window in the Create Hyperlink dialog box while linking a ZENworks Report to a User Details Report, the User Details Report data is not displayed in the new browser window.

Workaround: While linking a ZENworks Report to a User Details Report in a Firefox 3.5 browser, select *Current Window* as the target window in the Create Hyperlink dialog box.

4.15.7 If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication

Workaround: See TID 7006288 at [Novell Support \(http://www.novell.com/support/microsites/microsite.do\)](http://www.novell.com/support/microsites/microsite.do).

4.15.8 ZENworks Reporting Server does not support some BusinessObjects XI 3.1 SP3 features

The following features of BusinessObjects XI 3.1 SP3 are not supported in ZENworks Reporting Server:

- ◆ Encyclopedia
- ◆ Crystal Reports
- ◆ My Dashboard

4.15.9 ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails

If the IP Helper service is running on a Windows Server 2008 R2 device, the ZENworks Reporting Server installation fails.

Workaround: Disable the IP Helper service:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Services*.

- 2 Right-click *IP Helper*, then select *Properties*.
- 3 In the *Startup Type* drop-down list, select *Disabled*.
- 4 Click *Apply*, then restart the device.
- 5 Install ZENworks Reporting Server.

For more information on installing the ZENworks Reporting Server, see the [Reporting Server Installation Guide \(http://www.novell.com/documentation/zenworks11/\)](http://www.novell.com/documentation/zenworks11/).

4.15.10 The Launch Status object is not available after migrating the Reporting Server from ZENworks 10 Configuration Management SP3 to ZENworks 11

In the ZENworks Reporting Server InfoView, when you run a custom report for the Launch Status object under the Bundles and Policies folder created in ZENworks 10 Configuration Management SP3 in ZENworks 11, you might encounter the following error:

```
some objects are no longer available in the universe. See your Business Objects administrator. (Error WIS 00001)
```

Workaround: Click *OK* to close the error message dialog box, then do the following to add the Launch Status object:

- 1 Click *Edit Query*.
- 2 In the Universe pane, navigate to *ZENworks > Bundles and Policies > Deployment > Bundle details*.
- 3 Drag the Launch Status object to the Results Object pane.
- 4 Click *Run Query*.
- 5 Save the report.

4.15.11 The Manageable Devices filter does not display the Linux, Windows 7, and Windows Server 2008 R2 devices while generating a custom report

The Manageable Devices filter might not include the Linux, Windows 7, and Windows Server 2008 R2 devices while generating the custom report.

Workaround: Do the following:

- 1 In ZENworks Control Center, click *Reports*.
- 2 Click *ZENworks Reporting Server InfoView*.
- 3 Click *New > Web Intelligence Document*.
- 4 Delete the Manageable Devices object in the Query Filter pane.
- 5 Include the Linux, Windows 7 and Windows Server 2008 R2 devices:
 - 5a In the Universe pane, navigate to *ZENworks > Discovered Devices > General Discovered Device Attributes > Network Device Type*.
 - 5b Drag the Network Device Type object to the Query Filters pane.
 - 5c In the Universe pane, navigate to *ZENworks > Discovered Devices > Manageable Device Attributes > Manageable Device - Operating System*.
 - 5d Drag the OS Category and OS Platform objects to the Query Filters pane.
- 6 Click the *Define filter type* icon next to each filter.

- 7 Select *Value(s) from list* from the pop-up menu.
- 8 Select the desired values, then add them to the List pane.
- 9 Click *OK*.

4.15.12 The ZENworks Reporting Server InfoView displays junk characters when you create a directory in a Chinese locale

Workaround: Do the following:

- 1 In ZENworks Control Center, click *Reports*.
- 2 Click *ZENworks Reporting Server InfoView* to launch the ZENworks Reporting Server InfoView.
- 3 Right-click any Web Intelligence Report, then click *Schedule*.
- 4 In the Schedule pane, click *Formats and Destinations*.
- 5 Click *Output Format and Destination*.
- 6 In the Output Format panel, select the *Web Intelligence* check box.
- 7 In the Output Format Details panel, select the *File location* check box.
- 8 Click *Destinations Options and Settings*.
- 9 In the Options and Settings panel, deselect the *Use the Job Server's defaults* check box.
- 10 In the Directory option, specify the path to the directory on the destination device to save the report instance.
- 11 Fill in the appropriate fields, then click *Schedule*.

4.15.13 Uninstallation of ZENworks Reporting Server in GUI mode hangs on OES 2 SP2 x86_64

If you choose to uninstall the ZENworks Reporting Server from an OES 2 SP2 x86_64 by running the uninstallation program in the GUI mode, the program might take about 45 minutes to finish the uninstallation. During this time, the uninstallation program might appear to hang even though ZENworks Reporting Server is successfully uninstalled.

To verify that ZENworks Reporting Server has been uninstalled:

- 1 In ZENworks Control Center, click *Reports*.
- 2 Check whether the ZENworks Reporting Server InfoView is disabled.
- 3 Check whether the Business Objects Enterprise service directory was removed:

```
/etc/init.d/BobjEnterprise120 service
```

- 4 Check whether the Business Objects Enterprise directory was removed:

```
/opt/novell/zenworks/share/boe folder
```

- 5 Check the ZENworks Reporting Server uninstallation log file:

The `/var/opt/novell/log/zenworks/ZRSuninstall.log` file must display the following message:

```
ZRS Uninstallation Completed Successfully!
```

4.15.14 Unable to perform the Edit Query action on existing custom reports, using a Firefox 5 browser

The *Edit Query* action will not work on existing custom reports when you use a Firefox 5 browser.

Workaround: None

4.15.15 Unable to perform the Edit Query action on existing custom reports, using a Firefox 5 browser

The *Edit Query* action will not work on existing custom reports when you use a Firefox 5 browser. This is because BusinessObjects Enterprise XI 3.1 SP3 does not support the Firefox 5 browser.

Workaround: None

4.16 Satellites

This section contains information about issues that might occur with Satellite devices in ZENworks 11.

- ♦ [Section 4.16.1, “Removing the Content role from a Satellite does not remove the device from the Closest Server Default Rule and Closest Server Rules,” on page 23](#)
- ♦ [Section 4.16.2, “Promoting a Linux managed device to Satellite with the Authentication role might fail,” on page 23](#)
- ♦ [Section 4.16.3, “The imaging content is replicated according to the default content replication schedule even if you change the schedule after promoting a managed device to an Imaging Satellite,” on page 24](#)

4.16.1 Removing the Content role from a Satellite does not remove the device from the Closest Server Default Rule and Closest Server Rules

If you remove the Content role from a Satellite device, the device is not automatically removed from the Closest Server Default Rule and the Closest Server Rules.

Workaround: Remove the Satellite device from the Server Hierarchy list (in ZENworks Control Center, click the *Configuration* tab > select the check box next to the Satellite device, click *Action* > then click *Remove Satellite Server*.)

4.16.2 Promoting a Linux managed device to Satellite with the Authentication role might fail

A Linux managed device might not be promoted as a Satellite with the Authentication role even though you have successfully configured the Authentication role for the device and have subsequently refreshed the device. The following exception is logged in the error log file:

```
Error Deploying WebApp : javax/servlet/Servlet ClassNotFoundException
```

Workaround: Manually refresh the Linux managed device. If the Authentication Satellite is still inactive or you are unable to log in, restart the agent service by using `/etc/init.d/novell-zenworks-xplatcmd`.

4.16.3 The imaging content is replicated according to the default content replication schedule even if you change the schedule after promoting a managed device to an Imaging Satellite

If you change the Imaging content replication schedule for an Imaging Satellite, the imaging content is replicated from the Primary Server to the Satellite according to the default schedule set while promoting the managed device to the Imaging Satellite, and not according to the revised schedule.

Workaround: To change the imaging content schedule after promoting a managed device to an Imaging Satellite:

- 1** Remove the Imaging role from the Satellite.

For detailed information on how to demote a Satellite to a managed device, see “Removing the Roles from a Satellite” in the *ZENworks 11 System Administration Reference* (<http://www.novell.com/documentation/zenworks11/>).

- 2** Add the Imaging role to the Satellite, then configure the desired imaging content replication schedule while configuring the role.

For detailed information on how to add the Imaging role to a Satellite, see “Adding and Configuring Satellites Devices” in the *ZENworks 11 System Administration Reference* (<http://www.novell.com/documentation/zenworks11/>).

4.17 ZENworks Adaptive Agent

This section contains information about issues that might occur with the ZENworks Adaptive Agent in ZENworks 11.

- ♦ [Section 4.17.1, “Postponing the distribution of a Linux bundle displays an error message,” on page 24](#)
- ♦ [Section 4.17.2, “Bundles shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device,” on page 24](#)

4.17.1 Postponing the distribution of a Linux bundle displays an error message

If you manually postpone the distribution activity during the distribution of a Linux bundle, the download of the file is immediately canceled; however, the following error message is displayed:

Inner Cache Error

Workaround: None. Ignore the error message. You can continue with the distribution activity at a later time.

4.17.2 Bundles shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device

If you have configured a bundle to display its shortcut in the managed device *Start* Menu and you assign this bundle to a Windows 7, Windows 2008, or Windows 2008 R2 device, the bundle shortcut icon is not correctly displayed in the *Start* menu.

Workaround: Download the patch from [Microsoft Support site](http://support.microsoft.com/kb/980994) (<http://support.microsoft.com/kb/980994>).

For more details, see TID 7005032 available in the [Novell Support Knowledgebase](http://support.novell.com/search/kb_index.jsp) (http://support.novell.com/search/kb_index.jsp).

4.18 ZENworks Adaptive Agent

This section contains information about issues that might occur with the ZENworks Adaptive Agent in ZENworks 11.

- ♦ [Section 4.18.1, “Postponing the distribution of a Linux bundle displays an error message,” on page 25](#)
- ♦ [Section 4.18.2, “Bundles shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device,” on page 25](#)

4.18.1 Postponing the distribution of a Linux bundle displays an error message

If you manually postpone the distribution activity during the distribution of a Linux bundle, the download of the file is immediately canceled; however, the following error message is displayed:

```
Inner Cache Error
```

Workaround: None. Ignore the error message. You can continue with the distribution activity at a later time.

4.18.2 Bundles shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device

If you have configured a bundle to display its shortcut in the managed device *Start* Menu and you assign this bundle to a Windows 7, Windows 2008, or Windows 2008 R2 device, the bundle shortcut icon is not correctly displayed in the *Start* menu.

Workaround: Download the patch from [Microsoft Support site \(http://support.microsoft.com/kb/980994\)](http://support.microsoft.com/kb/980994).

For more details, see TID 7005032 available in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp).

4.19 ZENworks Virtual Appliance

This section contains information about the issues that might occur when using ZENworks Virtual Appliance.

- ♦ [Section 4.19.1, “Unable to install VMware tools in ZENworks 11 Virtual Appliance,” on page 25](#)
- ♦ [Section 4.19.2, “Firewall is disabled when the device boots,” on page 26](#)
- ♦ [Section 4.19.3, “Unable to login on managed devices through ZENworks icon to a Management Zone upgraded to ZENworks 11,” on page 26](#)
- ♦ [Section 4.19.4, “Unable to stop the Loader Service in ZENworks Appliance,” on page 26](#)

4.19.1 Unable to install VMware tools in ZENworks 11 Virtual Appliance

When you try to install VMware tools on ZENworks 11 Virtual Appliance, the installation displays the following error:

```
Searching for a valid kernel header path...  
The path "" is not valid.
```

Workaround: Before installing VMware tools on ZENworks 11 Virtual Appliance:

- 1 Download `kernel-default-devel-2.6.32.19-0.3.1.x86_64.rpm` from the [Novell Download Web site \(http://download.novell.com/Download?buildid=2V6dTAOR6Ro\)](http://download.novell.com/Download?buildid=2V6dTAOR6Ro) to a device other than the ZENworks 11 Virtual appliance.
- 2 Copy the RPM that you downloaded in [Step 1](#) to a temporary location on the appliance by using `scp`.
- 3 Install the RPM by running the following command:

```
rpm -ivh kernel-default-devel-2.6.32.19-0.3.1.x86_64.rpm
```

4.19.2 Firewall is disabled when the device boots

Workaround: To enable firewall, do the following:

- 1 On ZENworks Appliance, open a terminal and run the following commands:

- 1a To start the firewall on the ZENworks Appliance immediately:

```
SuSEfirewall12 start
```

- 1b To configure the firewall service to start whenever the device boots:

```
yast2 firewall startup atboot
```

For more details, see TID 7007548 available in the [Novell Support Knowledgebase \(http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=7007548&sliceId=2&docTypeID=DT_TID_1_1&dialogID=97732028&stateId=1%200%2097730519\)](http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=7007548&sliceId=2&docTypeID=DT_TID_1_1&dialogID=97732028&stateId=1%200%2097730519).

4.19.3 Unable to login on managed devices through ZENworks icon to a Management Zone upgraded to ZENworks 11

This issue might occur after you try to upgrade ZENworks Linux Server to ZENworks 11 through media based or appliance upgrade.

Workaround: For detailed steps to address this issue, see TID 7007711 available in the [Novell Support Knowledgebase \(http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=7007711&sliceId=2&docTypeID=DT_TID_1_1&dialogID=101172653&stateId=1%200%20101170487\)](http://www.novell.com/support/php/search.do?cmd=displayKC&docType=kc&externalId=7007711&sliceId=2&docTypeID=DT_TID_1_1&dialogID=101172653&stateId=1%200%20101170487).

4.19.4 Unable to stop the Loader Service in ZENworks Appliance

You cannot stop the ZENworks Loader Service in ZENworks Appliance because the loader service hangs.

Workaround: To stop the loader service:

- 1 At the terminal, to retrieve the process ID of ZENworks Loader Service run the following command:

```
ps --no-heading ww -C java | gawk '/com\.novell\.zenworks\.loader\.ZENLoader/{print $1}'
```

- 2 Kill the process by running the following command:

```
kill -9 <Process ID>
```

Replace *Process ID* with the output from the command executed in [Step 1](#).

4.20 Zman

This section contains information about issues that might occur when you use the `zman` command line utility.

- ♦ [Section 4.20.1, “Zman help does not display in Chinese,” on page 27](#)
- ♦ [Section 4.20.2, “The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10,” on page 27](#)

4.20.1 Zman help does not display in Chinese

Using the `man zman` command for Simplified Chinese and Traditional Chinese doesn't display any help. It only displays the tilde (~) character.

Workaround: None.

4.20.2 The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10

Workaround: Before executing the `rpsv` and `rpgn` commands, ensure that the specified destination path has the read-write-execute (rwx) permissions for all Linux users.

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