

ZENworks 11 SP2 (11.2.4) Readme

April 2014

Novell®

The information in this Readme pertains to the update for Novell ZENworks 11 SP2 (11.2.4).

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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 11.2.4:

Table 1 *Readme Updates*

Date	Readme item Added or Updated
April 29, 2014	Added the following known issue: <ul style="list-style-type: none">♦ "Upgrade or uninstall of the ZENworks Agent on Windows 8 devices might make the devices unusable" on page 7.

2 Important Reasons to Update to ZENworks 11.2.4

Configuration Management

- ♦ Support for Firefox 19.x to 22.x is introduced in this release.

Endpoint Security Management

- ♦ The Data Encryption policy is supported on Windows 8 devices.
- ♦ Policy handling has been enhanced to ensure policy enforcement on device startup. In previous versions, Endpoint Security policies could randomly fail on device startup because of timing issues related to Windows operations and CPU speeds that affect how soon the ZESService

module is started. In 11.2.4, a caching mechanism has been added to enforce the Endpoint Security policies until the ZESService module starts and enforces the current Endpoint Security policies.

Full Disk Encryption

- The Disk Encryption policy is supported on Windows 8 devices that use standard BIOS. Windows 8 devices that use UEFI are not supported.
- Policy handling has been enhanced to ensure policy enforcement on device startup. In previous versions, the Disk Encryption policy could randomly fail on device startup because of timing issues related to Windows internals and CPU speeds that affect how soon the ZESService module is started. In 11.2.4, a caching mechanism has been added to persist the previously enforced Disk Encryption policy until the ZESService module starts and enforces the current policy.

Imaging

- Imaging of Windows 8 hardware with UEFI firmware and Secure boot has been introduced.
- WADK Imaging update is included to support Windows 8 hardware.

3 Planning to Deploy ZENworks 11.2.4

Use the following guidelines to plan for the deployment of ZENworks 11.2.4 in your Management Zone:

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

Location	Description	Disk Space
Windows: %zenworks_home%\install\downloads Linux: opt/novell/zenworks/install/downloads	In the Downloads folder to maintain agent packages.	3 GB
Windows: %zenworks_home%\work\content-repo Linux: /var/opt/novell/zenworks/content-repo	In the content-repo folder to import the zip file to the content system.	3 GB
Agent Cache	To download the applicable System Update contents that are required to update the ZENworks server.	1.5 GB
Location where the System Update file is copied.	To store the downloaded System Update zip file.	3 GB
NOTE: This is only applicable for the ZENworks Server that is used to import the System Update zip file.		

- You must deploy ZENworks 11.2.4 first to the Primary Servers, then to Satellites, and finally to managed devices. Do not deploy this update to managed devices and Satellites (or deploy new 11.2.4 Agents in the zone) until all Primary Servers in the zone have been upgraded to 11.2.4.

NOTE: Agents might receive inconsistent data from the zone until all Primary Servers are upgraded. Hence, this part of the process should take place in as short a time as possible ideally, within a few minutes of each other.

- ♦ You can directly deploy ZENworks 11.2.4 to managed devices in the Zone only if the managed devices have been upgraded to ZENworks 10.3.0 or later.

The system reboots once after you upgrade to ZENworks 11.2.4. However, a double reboot will be required in the following scenarios:

Table 2 Double Reboot Scenarios

Scenario	ZENworks Endpoint Security	Full Disk Encryption	Location Services	Client Self Defence
Upgrade from 10.x to 11.2.4	Disabled	Disabled	Lite	Enabled
Fresh Install of 11.2.4	Disabled	Disabled	Lite	Enabled
Fresh Install of 11.2.4	Disabled	Disabled	Full	Enabled
Fresh Install of 11.2.4	Disabled	Disabled	Full	Disabled

IMPORTANT: : All Primary Servers or Satellites running previously supported versions prior to 11.2.0 should first be upgraded to ZENworks 11.2.0 before deploying the ZENworks 11.2.4 update.

Table 3 ZENworks Cumulative Agent Update to 11.2.4: Supported Paths

Managed Device Type	Operating System	Supported Versions	Unsupported Versions
Primary Server	Windows/Linux	v11.2 and later versions	Any version prior to 11.2
Satellite Server	Windows/Linux/Mac	v11.2 and later versions	Any version prior to 11.2
Managed Device	Windows	v10.3.0 and later versions	Any version prior to 10.3
	Linux	v11.0 and later versions	NA
	Mac	v11.2 and later versions	NA

4 Downloading and Deploying ZENworks 11.2.4

For instructions on downloading the update, see the [ZCM 11.2.4 upgrade manual import file](#). To deploy ZENworks 11.2.4 as an update, see the [ZENworks 11 System Updates Reference](#).

NOTE: The system update is not available via the Novell Customer Center (NCC) server due to issues related with the file size. For more information, see TID 7010390 in the [Novell Support Knowledgebase](#) (<http://www.novell.com/support/kb/doc.php?id=7010390>). You need to download the update from [Novell Patch Finder](#).

For information on how to install ZENworks 11 SP2, refer to the [ZENworks 11 SP2 Upgrade Guide](#). (http://www.novell.com/documentation/zenworks11/zen11_upgrade/data/bookinfo.html)

For administrative tasks, see the [Novell ZENworks documentation Web site](#).

IMPORTANT: Ensure that you read [Section 3, “Planning to Deploy ZENworks 11.2.4,”](#) on page 2 before you download and deploy the 11.2.4 update.

After you download the `ZENworks_11.2.4_Update.zip` file, we strongly recommend that you compare the MD5 checksum for the file with the one shown on the Downloads page before you deploy the update.

Refer to the following table to understand the different supported versions for a ZENworks update:

Table 4 ZENworks Support Matrix

Managed Device	Satellite Servers	Primary Servers
v10.2.2	v10.2.2, v10.3, v10.3.1, v10.3.2, v10.3.3, v10.3.4, v11.0, v11.1, v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v10.3	v10.3, v10.3.1, v10.3.2, v10.3.3, v10.3.4, v11.0, v11.1, v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v10.3.1	v10.3.1, v10.3.2, v10.3.3, v10.3.4, v11.0, v11.1, v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v10.3.2	v10.3.2, v10.3.3, v10.3.4, v11.0, v11.1, v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v10.3.3	v10.3.3, v10.3.4, v11.0, v11.1, v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v10.3.4	v10.3.4, v11.0, v11.1, v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.0	v11.0, v11.1, v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.1	v11.1, v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.2	v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.2 MU1	v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.2 MU2	v11.2 MU2, v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.2.1	v11.2.1, v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.2.1 MU1	v11.2.1 MU1, v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4

Managed Device	Satellite Servers	Primary Servers
v11.2.1 MU2	v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.2.2	v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.2.2 MU1	v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4	v11.2.4
v11.2.2 MU2	v11.2.2 MU2, v11.2.3a, v11.2.4	v11.2.4
v11.2.3a MU1	v11.2.3a MU1, v11.2.3a, v11.2.4	v11.2.4
v11.2.4	v11.2.3a MU1, v11.2.3a, v11.2.4	v11.2.4

5 What's New

ZENworks 11.2.4 includes the following new or enhanced features:

- ♦ [Section 5.1, “Support for New Platforms,” on page 5](#)
- ♦ [Section 5.2, “Administration Browser Support,” on page 5](#)
- ♦ [Section 5.3, “Support for New Novell Client,” on page 5](#)

5.1 Support for New Platforms

In ZENworks 11.2.4, support for the following new platforms has been tested:

- ♦ SLES 11 SP3 and SLED 11 SP3
- ♦ RHEL 6.4 (server and managed device)
- ♦ Mac 10.8.3 and 10.8.4
- ♦ Mac 10.8.5 (not extensively tested)
- ♦ SLES 11 SP3 for VMware

5.2 Administration Browser Support

- ♦ Support for Firefox 19.x to 22.x versions added in this release.

NOTE: ZENworks 11.2.4 supports Firefox 17.x to 22.x and Firefox ESR 17.x. Firefox versions below 17.x are not supported.

5.3 Support for New Novell Client

- ♦ Novell Client 2 SP3 IR2

6 Issues Resolved by Version 11.2.4

Some of the issues identified in the initial version of ZENworks 11.2 have been resolved with this release. For a list of the resolved issues, see TID 7012027 in the [Novell Support Knowledgebase \(http://www.novell.com/support/kb/doc.php?id=7012027\)](http://www.novell.com/support/kb/doc.php?id=7012027).

7 Continuing Issues in ZENworks 11.2.4

Some of the issues that were discovered in the original shipping version of ZENworks 11 SP2 have not yet been resolved. For continuing issues, review the following Readmes:

- ♦ [ZENworks 11 SP2 Readme \(http://www.novell.com/documentation/zenworks11/readme/data/readme_zenworks11sp2.html\)](http://www.novell.com/documentation/zenworks11/readme/data/readme_zenworks11sp2.html)
- ♦ [ZENworks 11.2.1 Readme \(http://www.novell.com/documentation/zenworks11/readme/data/readme_zenworks1121.html\)](http://www.novell.com/documentation/zenworks11/readme/data/readme_zenworks1121.html)
- ♦ [ZENworks 11.2.2 Readme \(http://www.novell.com/documentation/zenworks11/readme_zenworks1122/data/readme_zenworks1122.html\)](http://www.novell.com/documentation/zenworks11/readme_zenworks1122/data/readme_zenworks1122.html)
- ♦ [ZENworks 11.2.3a Readme \(http://www.novell.com/documentation/zenworks11/readme_zenworks1123a/data/readme_zenworks1123a.html\)](http://www.novell.com/documentation/zenworks11/readme_zenworks1123a/data/readme_zenworks1123a.html)

The Readmes have been updated to indicate which issues are fixed by version 11.2.4.

8 Known Issues in Version 11.2.4

ZENworks 11.2.4 includes the following known issues:

- ♦ [Section 8.1, "System Upgrade Issue," on page 6](#)
- ♦ [Section 8.2, "Operational Issues," on page 8](#)

8.1 System Upgrade Issue

- ♦ [Section 8.1.1, "Upgrade or uninstall of the ZENworks Agent on Windows 8 devices might make the devices unusable," on page 7](#)
- ♦ [Section 8.1.2, "Upgrading from Windows 7 to Windows 8 is not supported on devices that use Data Encryption or Disk Encryption policies," on page 7](#)
- ♦ [Section 8.1.3, "System update progress is not visible on Windows 8 and Windows 2012 devices," on page 7](#)
- ♦ [Section 8.1.4, "System update might fail on a Windows 7 agent," on page 7](#)
- ♦ [Section 8.1.5, "System update fails on a Windows 2003 agent," on page 7](#)
- ♦ [Section 8.1.6, "During the System Update the System Update hangs," on page 8](#)
- ♦ [Section 8.1.7, "System Update fails with an MSI error," on page 8](#)
- ♦ [Section 8.1.8, "Unable to use the zman sui command to import the ZENworks 11.2.4 system update to a ZENworks Server, on an RHEL-5.x Server," on page 8](#)
- ♦ [Section 8.1.9, "A "ZESUser has stopped working" message is displayed during a system update to ZENworks 11.2.4," on page 8](#)
- ♦ [Section 8.1.10, "Update of the ZENworks agent to version 11.2.4 "hangs" at 38%," on page 8](#)

8.1.1 Upgrade or uninstall of the ZENworks Agent on Windows 8 devices might make the devices unusable

On a Windows 8 or Windows 2012 managed device, on which ZENworks Agent (11.2.3a, or 11.2.3a MU1) versions have been installed, if you update the ZENworks Agent to 11.3, or if you uninstall the ZENworks Agent, then all the files under the "\Windows\System32" folder might get deleted and the device might become unusable.

This issue occurs when the %systemroot% environment variable resolves to any string other than <System drive>:\Windows\ (case-sensitive), where the system drive can be C,D or any other drive, depending on where the operating system is installed. For example, if system root is expected to be resolved as C:\Windows but it resolves to C:\WINDOWS or c:windows then the device might become unusable.

Workaround: See [TID 7014897 \(http://www.novell.com/support/kb/doc.php?id=7014897\)](http://www.novell.com/support/kb/doc.php?id=7014897).

8.1.2 Upgrading from Windows 7 to Windows 8 is not supported on devices that use Data Encryption or Disk Encryption policies

Upgrading a Windows 7 device to Windows 8 is not supported if the device has a ZENworks Endpoint Security Management Data Encryption policy or ZENworks Full Disk Encryption policy applied. The upgrade can place the device into an unknown state.

Workaround: Before upgrading the device to Windows 8, remove the Data Encryption and Disk Encryption policies from the device. Ensure that you give the device sufficient time to decrypt all encrypted files and volumes.

For information about removing a Data Encryption policy, see "[Removal Best Practices](#)" in the *ZENworks 11 SP2 Endpoint Security Policies Reference*.

For information about removing a Disk Encryption policy, see "[Removal Best Practices](#)" in the *ZENworks 11 SP2 Full Disk Encryption Policy Reference*.

8.1.3 System update progress is not visible on Windows 8 and Windows 2012 devices

When you perform a system update on a Windows 8 or Windows 2012 device, the system update progress is not displayed as a notification in the Start screen.

Workaround: None

8.1.4 System update might fail on a Windows 7 agent

A system update fails on a Windows 7 agent when both Full Disk Encryption (FDE) and ZENworks Endpoint Security Management (ZESM) are uninstalled from the server, and an agent update is initialized from 11.2.x to 11.2.4.

Workaround: None

8.1.5 System update fails on a Windows 2003 agent

A system update on a Windows 2003 agent, with default settings, fails when an agent update is initialized from 10.3.4 to 11.2.4.

Workaround: Assign the [MS Hot Patch \(http://support.microsoft.com/kb/913384\)](http://support.microsoft.com/kb/913384) before assigning the system update to the Windows 2003 managed devices.

8.1.6 During the System Update the System Update hangs

On a Windows operating system where ZENworks Reporting Server (ZRS) is installed, it has been observed that the CMS.exe from ZRS consumes most of the CPU memory and causes the system update to hang.

Workaround: Stop BOE120MySQL and the Server Intelligence Agent (ZRS) services. After the system update is complete, restart the ZRS services and run the `novell-zenworks-configure -c UpdateBOE` command.

8.1.7 System Update fails with an MSI error

During the upgrade of a ZENworks agent to version 11.2.4, MSI packages might fail with an MSI error 1619. The following message is displayed:

This installation package could not be opened.

Workaround: Redeploy the System Update to the device.

For more information, see TID 7012125 in [Novell Technical Support](#).

8.1.8 Unable to use the zman sui command to import the ZENworks 11.2.4 system update to a ZENworks Server, on an RHEL-5.x Server

On an RHEL-5.x server, if the size of the system update zip file is more than 2 GB, unzipping does not work, and you cannot import the system update by using the `zman sui` command.

Workaround: Perform the following steps:

- 1 Navigate to the [Red Hat vvitek directory \(http://people.redhat.com/vvitek/unzip-5.52-3.0.bz497482.el5_7/\)](http://people.redhat.com/vvitek/unzip-5.52-3.0.bz497482.el5_7/).
- 2 Install `unzip-5.52-3.0.bz497482.el5_7.i386.rpm` on the RHEL 5.x server.
- 3 Run the `rpm -Uvh unzip-5.52-3.0.bz497482.el5_7.i386.rpm` command.
- 4 Run the `zman sui <zip file path>` command.

8.1.9 A "ZESUser has stopped working" message is displayed during a system update to ZENworks 11.2.4

When you upgrade the ZENworks agent to version 11.2.4, a Windows popup message may appear, indicating that "ZESUser has stopped working".

Workaround. This issue can be safely ignored. For more information, see TID 7013422 in [Novell Technical Support](#).

8.1.10 Update of the ZENworks agent to version 11.2.4 "hangs" at 38%

When you upgrade a 32-bit device to ZENworks 11.2.4, the system hangs at 38%.

Workaround. This is an expected behavior on some slower devices, and does not indicate that anything is wrong with the update. For more information, see TID 7013444 in [Novell Technical Support](#).

8.2 Operational Issues

- ♦ [Section 8.2.1, "Endpoint Security Management," on page 9](#)
- ♦ [Section 8.2.2, "Full Data Encryption," on page 9](#)

- ♦ [Section 8.2.3, “Patch Management,” on page 9](#)
- ♦ [Section 8.2.4, “Location,” on page 10](#)
- ♦ [Section 8.2.5, “Login,” on page 10](#)
- ♦ [Section 8.2.6, “Installation,” on page 10](#)
- ♦ [Section 8.2.7, “Configuration Policies,” on page 11](#)
- ♦ [Section 8.2.8, “Imaging,” on page 12](#)

8.2.1 Endpoint Security Management

8.2.1.1 Location Awareness Lite is not enabled on existing devices

Prior to 11.2.3a, the Endpoint Security drivers were installed with the ZENworks Adaptive Agent even if ZENworks Endpoint Security Management was not licensed in the zone or configured for installation to devices. The drivers were installed to support the agent’s location awareness functionality.

Starting with 11.2.3a, the drivers are installed on new devices only if 1) full Location Awareness is being used, 2) agent Self Defense is enabled, or 3) ZENworks Endpoint Security Management is installed.

If you are upgrading a device to 11.2.4 from 11.2.2 (or an older version) and the device does not meet one of these three conditions, the Endpoint Security drivers are removed. Some of the drivers are removed after the first device reboot and the others are removed after the second. Until the second reboot occurs, the device does not use Location Awareness Lite mode.

8.2.2 Full Data Encryption

8.2.2.1 Encryption of Removable Storage Devices fails on Windows XP SP2 devices

On Windows XP SP2 (or older) devices that have been assigned a Data Encryption policy with removable storage device (RSD) encryption enabled, the RSDs are not encrypted upon insertion. Because they are not encrypted, the policy blocks them from being used. This happens because the encryption driver does not support Windows XP versions older than SP3.

Workaround: Upgrade the device’s operating system to Windows XP SP3.

For more information, see TID 7013144 in [Novell Technical Support](#).

8.2.3 Patch Management

8.2.3.1 Patch Management Scanning requires more scan time

The improved Patch Management Scanning feature requires an additional 10 to 15 MB of content, and the scan time is increased by 2 to 5 minutes. This impacts all Windows versions, except Windows XP.

Workaround: None

8.2.4 Location

8.2.4.1 The Startup location is not effective on Windows 8 devices after Fast Boot

When a Windows 8 machine is shut down, Fast Boot is triggered by default. As a result, the ZENworks Agent does not boot into the configured startup location and comes up with Closest Server Rules of the last known location, which might not be reachable.

Workaround: Perform a full shut down on the device by running the `shutdown /s /f /t 000` command. The ZENworks Agent boots into the configured startup location when it restarts.

8.2.4.2 Satellite device with a startup location defined does not replicate content after it is upgraded to ZENworks 11.2.4

A Satellite device has a startup location defined that does not have any Closest Server Rule. At the end of the startup period, the Satellite does not use the correct calculated location, and cannot replicate content.

Workaround: Configure the Satellite device to not use a startup location, and refresh or restart the device.

For more information, see TID 7011928 in [Novell Technical Support](#).

8.2.4.3 Agent gets stuck in the Startup Location during upgrade

This issue occurs due to a probable corruption in the ZESM store.

Workaround: Do the following:

- 1 Stop the agent service.
- 2 Delete the content in the `%zenworks_home%\cache` folder.
- 3 Start the agent service.

8.2.5 Login

8.2.5.1 Seamless login is not supported on Windows XP devices in a VMware VDI environment

Seamless login is supported on Windows 7 and Windows 8 but not on Windows XP managed devices in a VMware VDI environment.

Workaround: None

8.2.6 Installation

- ♦ [Section 8.2.6.1, "Install Snooze Permission Prompt options are not displayed in the Metro view of a Windows 8 device," on page 11](#)
- ♦ [Section 8.2.6.2, "The bootcd_tntfs.iso file creation fails on RHEL Servers with the tntfs.zip file," on page 11](#)
- ♦ [Section 8.2.6.3, "In ZENworks Control Center, the Device Details Page Shows that the Device Cannot Be Reached when IPv6 is configured on the device," on page 11](#)
- ♦ [Section 8.2.6.4, "Unable to install the new add-on for ZENworks 11.2.4 with an IE browser," on page 11](#)
- ♦ [Section 8.2.6.5, "Agent uninstall fails on a Windows 7 SP1 64-bit device," on page 11](#)

8.2.6.1 Install Snooze Permission Prompt options are not displayed in the Metro view of a Windows 8 device

When you create a deployment task for a Windows 8 device, in the Metro view, the install prompt message is not displayed. The agent installation is triggered after the installation prompt times out, without any prior notification. When the permission prompt times out and the agent install starts, if you switch to the Classic view, the pre-agent install status icon also crashes and the agent installation status is not seen either in the Classic or the Metro view.

Workaround: None. The prompt is displayed if you are in the Windows 8 Classic view.

8.2.6.2 The bootcd_tntfs.iso file creation fails on RHEL Servers with the tntfs.zip file

When you upload the `tntfs.zip` file on ZENworks Server (11.2.4) and replicate it on all Primary and Satellite Servers, the `bootcd_tntfs.iso` file creation fails on RHEL devices. This is because the `genisoimage` RPM file is not installed on RHEL Servers.

Workaround: Install the latest `genisoimage` RPM (`genisoimage-1.1.9-11.el6.x86_64.rpm`) file on RHEL Servers.

8.2.6.3 In ZENworks Control Center, the Device Details Page Shows that the Device Cannot Be Reached when IPv6 is configured on the device

Workaround: Ensure that the IPv6 address is disabled on ZENworks Servers.

8.2.6.4 Unable to install the new add-on for ZENworks 11.2.4 with an IE browser

When you are installing the new add-on for ZENworks 11.2.4 with an IE browser, a pop-up that prompts to install the plug-in is displayed constantly with the following message:

An older version of ZENworks File Upload ActiveX control is installed.

Workaround: Ensure that the older add-on is deleted to allow the new plug-ins in the browser.

8.2.6.5 Agent uninstall fails on a Windows 7 SP1 64-bit device

Agent uninstall fails as there is an error during the unregistration process.

Workaround: Manually delete the device from the management zone, there are chances that the device is retained in the ZENworks Control Center even after the agent is uninstalled and rebooted.

8.2.7 Configuration Policies

8.2.7.1 In Windows group policy some of the Computer Configuration settings are not supported

In Windows group policy, the following Computer Configuration settings in Computer Configuration/Windows/Settings/Security Settings/Advanced Audit Policy Configuration/System Audit Policies - Local Group Policy Object are not supported: Account Logon, Account Management, Detailed Tracking, DS Access, Logon/Logoff, Object Access, Policy Change, Privilege Use, System, and, Global Object Access Auditing. This issue is applicable for devices with operating system Windows 7 and above.

Workaround: None

8.2.7.2 A DLU policy, Windows Group policy, and Roaming Profile policy cannot be used on a device that has Citrix XenApp 6.5 installed

A Dynamic Local User (DLU) policy, Windows Group policy, and Roaming Profile policy cannot be used on a device that has Citrix XenApp 6.5 installed because when you launch the Citrix session through a browser, the Novell client login is not involved.

Workaround: None

8.2.8 Imaging

8.2.8.1 Imaging operations fail on an agent if there is a change in the DNS Host name or IP address of an Imaging Satellite Server

Workaround: Restart all Imaging services on the Satellite server before you perform any Imaging operation on the agent.

8.2.8.2 The Take Image operation by using the img command fails on a UEFI device

The Take Image operation fails on a Windows UEFI device if you use the `img` command and set the `part` parameter to the local partition. This occurs when you use a partition number greater than 4 and the Cannot read/write archive from inside extended partition message appears. The command is as follows:

```
img -ml imagename.zmg -P=partition number OR img -ml imagename.zmg -part=partition number
```

Workaround: Mount the partition on the folder manually and then execute the `img -ml /folder_to_store_image/imagename.zmg` command.

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