

ZENworks 11 SP3 Coexistence with Other ZENworks Products

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If your environment includes other ZENworks products, please refer to the following sections for coexistence information that you should be aware of before installing ZENworks 11 SP3:

- ♦ [Section 1, “ZENworks Desktop Management,” on page 1](#)
- ♦ [Section 2, “ZENworks Asset Management,” on page 3](#)
- ♦ [Section 3, “ZENworks Endpoint Security Management,” on page 3](#)
- ♦ [Section 4, “ZENworks Patch Management,” on page 4](#)
- ♦ [Section 5, “ZENworks Server Management,” on page 4](#)
- ♦ [Section 6, “ZENworks Linux Management,” on page 4](#)
- ♦ [Section 7, “ZENworks Handheld Management,” on page 5](#)
- ♦ [Section 8, “Legal Notices,” on page 5](#)

1 ZENworks Desktop Management

The following information applies to ZENworks 11 SP3 coexistence with ZENworks 7.x Desktop Management (ZDM 7). ZENworks 11 SP3 does not coexist with ZENworks for Desktops 4.x or ZENworks 6.5 Desktop Management.

- ♦ [Section 1.1, “Server Coexistence,” on page 1](#)
- ♦ [Section 1.2, “Agent Coexistence,” on page 1](#)
- ♦ [Section 1.3, “Agent Coexistence Scenario for ZDM 7 and ZENworks 11 SP3,” on page 2](#)

1.1 Server Coexistence

The ZENworks 11 SP3 Server cannot coexist with the ZDM 7 Server or Agent. Do not install a ZENworks 11 SP3 Server on any network server that already has a ZDM 7 Server or Agent installed.

1.2 Agent Coexistence

The ZENworks 11 SP3 Adaptive Agent can coexist with the ZDM 7 Agent on the same device if the following conditions are met:

- ♦ Asset Management or Patch Management is the only ZENworks Adaptive Agent feature installed on the device.
- ♦ The ZDM 7 Agent is installed on a device before the ZENworks 11 SP3 Adaptive Agent. Installing the ZDM 7 Agent after the ZENworks 11 SP3 Adaptive Agent can have undesirable consequences, including being able to start Windows only in Safe mode until the agents are removed.

When you install the Adaptive Agent on a ZDM 7 registered device, the ZDM 7 GUID is used to register the device in the ZENworks 11 SP3 Management Zone. This provides a migration path for the device if you decide to move from ZDM 7 to ZENworks 11 SP3.

The ZDM 7 Agent is automatically uninstalled when you install the Configuration Management features (other than Asset Management and Patch Management) because Configuration Management features overlap with ZDM 7 Agent functionality.

When you uninstall the ZENworks 11 SP3 Adaptive Agent from a ZDM 7 registered device, the ZDM 7 NAL and Remote Management functions do not work. In order to make the ZDM functionality work, uninstall and reinstall the ZDM 7 agent on the device. For more information, see [TID 7007083 \(http://www.novell.com/support/\)](http://www.novell.com/support/).

1.3 Agent Coexistence Scenario for ZDM 7 and ZENworks 11 SP3

If you plan to run both the ZDM 7 agent and the ZENworks 11 SP3 Adaptive Agent on the same managed devices, review the following instructions to ensure proper configuration of your environment:

- 1 If you have not already done so, install the ZDM 7 agent on any devices that you want managed by ZDM 7. Refer to the [ZENworks Desktop Management 7 \(http://www.novell.com/documentation/zenworks7/\)](http://www.novell.com/documentation/zenworks7/) documentation for instructions.

The ZDM 7 agent must be installed on a device *before* the ZENworks 11 SP3 Adaptive Agent. Installing the ZDM 7 Agent after the ZENworks 11 SP3 Adaptive Agent can have undesirable consequences, including being able to start Windows only in Safe mode until the agents are removed.

- 2 Configure ZENworks 11 SP3 to support devices managed by both ZDM 7 and ZENworks 11 SP3:

- 2a In ZENworks Control Center, click *Configuration*.

- 2b In the Management Zone Settings panel, click *Device Management*, then click *ZENworks Agent*.

- 2c In the Agent Features panel, select the *Installed* and *Enabled* option next to the ZENworks 11 features you want available on ZDM 7 devices: Asset Management, Patch Management, or both.

Asset Management and Patch Management are the only ZENworks 11 SP3 features supported on ZDM 7 managed devices. *Do not* install any of the other features.

- 2d Deselect the *Installed* option next to all other features.

- 2e Click *OK*.

- 2f Deploy the ZENworks 11 SP3 Adaptive Agent on the ZDM 7 managed devices where you want Asset Management or Patch Management available.

For information on how to deploy the ZENworks Adaptive Agent, see “[Deploying the ZENworks Adaptive Agent](#)” in the [ZENworks 11 SP3 Discovery, Deployment, and Retirement Reference](#).

In ZENworks Control Center, the devices appear in the `\Servers` folder or the `\Workstation` folder on the Devices page.

- 3 Configure ZENworks 11 SP3 to support devices managed by ZENworks 11 SP3 only:

- 3a In ZENworks Control Center, click *Devices*, then create a folder in the `\Servers` folder and another one in the `\Workstation` folder.

For information on how to create a folder, see “[Creating a Folder](#)” in the [ZENworks 11 SP3 Administration Quick Start](#).

- 3b** For each folder you created, override the ZENworks Agent settings to enable the ZENworks 11 SP3 features you want available on ZENworks 11 SP3 managed devices:
- 3b1** Click *Details* next to the folder name to display the folder's details.
 - 3b2** Click *Settings > Device Management > ZENworks Agent*.
 - 3b3** Click *Override settings*.
 - 3b4** In the Agent Features panel, select the *Installed* and *Enabled* option next to the ZENworks 11 features you want available on ZENworks 11 SP3 managed devices.

3b5 Click *OK*.

- 3c** Deploy the ZENworks 11 SP3 Adaptive Agent on the devices you want managed only by ZENworks 11 SP3.

For information on how to deploy the ZENworks Adaptive Agent, see “[Deploying the ZENworks Adaptive Agent](#)” in the *ZENworks 11 SP3 Discovery, Deployment, and Retirement Reference*.

In ZENworks Control Center, the devices appear in the `\Servers` folder or the `\Workstation` folder on the Devices page.

- 3d** Move the devices to the folder you just created in the `\Servers` folder or the `\Workstation` folder.

After the devices are moved, the ZENworks Agent settings for that folder take effect. The next time an Adaptive Agent refresh occurs on the devices, the ZENworks 11 SP3 features you configured in [Step 3b](#) are installed.

Any time you deploy the ZENworks 11 Adaptive Agent to a new device and register it in the zone, you must move it to this folder if it is a ZENworks 11 SP3 managed device. If it is a ZDM 7/ZENworks 11 SP3 managed device, keep it in the root `\Servers` or `\Workstations` folder (or in a folder that is configured to install only the Asset Management and/or Patch Management features).

2 ZENworks Asset Management

The following information applies to ZENworks 11 SP3 coexistence with ZENworks 7.5 Asset Management (ZAM 7.5):

- ♦ **Server Coexistence:** There are no known coexistence issues. For performance reasons, however, we recommend that you do not install a ZENworks 11 SP3 Server on the same network server as a ZAM 7.5 Server.
- ♦ **Agent Coexistence:** Beginning with ZAM 7.5 IR19, the ZENworks 11 SP3 Adaptive Agent (including the Inventory-Only Agent) and ZAM 7.5 client can coexist.

3 ZENworks Endpoint Security Management

The following information applies to ZENworks 11 SP3 coexistence with ZENworks Endpoint Security Management 4.1 (ZESM 4.1):

- ♦ **Server Coexistence:** There are no known coexistence issues. For performance reasons, however, we recommend that you do not install a ZENworks 11 SP3 Server on the same network server as a ZESM 4.1 Server.
- ♦ **Agent Coexistence:** The ZENworks 11 SP3 Adaptive Agent and ZESM 4.1 Client can not coexist. You must uninstall the ZESM 4.1 Client before installing the ZENworks 11 SP3 Adaptive Agent.

4 ZENworks Patch Management

The following information applies to ZENworks 11 SP3 coexistence with ZENworks 7.x Patch Management (ZPM 7) and ZENworks Patch Management 6.4 (ZPM 6.4):

- ♦ **Server Coexistence:** There are no known coexistence issues. For performance reasons, however, we recommend that you do not install a ZENworks 11 SP3 Server on the same network server as a ZPM 7/ZPM 6.4 Server.
- ♦ **Agent Coexistence:** The ZENworks 11 SP3 Adaptive Agent and ZPM 7/ZPM 6.4 Agents can coexist. If you decide to use ZENworks 11 SP3 Patch Management instead of ZPM 7/ZPM 6.4, you can remove the ZPM 7/ZPM 6.4 Agent, because ZENworks 11 SP3 Patch Management uses the ZENworks 11 SP3 Adaptive Agent.

5 ZENworks Server Management

The following information applies to ZENworks 11 SP3 coexistence with ZENworks 7.x Server Management (ZSM 7) and ZENwork for Servers 3.x (ZfS 3):

- ♦ **Server Coexistence:** There are no known coexistence issues. For performance reasons, however, we recommend that you do not install a ZENworks 11 SP3 Server on the same network server as ZSM 7 Servers or ZfS 3 Servers.
- ♦ **Agent Coexistence:** ZSM 7 and ZfS 3 do not include an agent.

6 ZENworks Linux Management

The following information applies to ZENworks 11 SP3 coexistence with ZENworks 7.x Linux Management (ZLM 7):

- ♦ **Server Coexistence:** There are two issues related to server coexistence:
 - ♦ **Issue 1:** The ZENworks 11 SP3 Server (Linux version) cannot coexist with the ZLM 7 Server. Do not install the ZENworks 11 SP3 Server on any Linux server that already has a ZLM 7 Server installed.
 - ♦ **Issue 2:** The ZENworks 11 SP3 Satellite (Linux version) cannot coexist with the ZLM 7 Server. Do not install the ZENworks 11 SP3 Satellite on any Linux server that already has a ZLM 7 Server installed.
- ♦ **Server/Agent Coexistence:** The ZENworks 11 SP3 Server and Satellite (Linux versions) cannot coexist with the ZLM 7 Agent, meaning that the ZENworks 11 SP3 Server and Satellite cannot be a managed device in your ZLM 7 zone. Do not install the ZLM 7 Agent on the same Linux server as a ZENworks 11 SP3 Server or Satellite.

If your device has the ZENworks Linux Management Server installed, you must manually uninstall the ZENworks Linux Management Server before installing the ZENworks Configuration Management Server. However, if your device has the ZENworks Linux Management Agent installed, you need not manually uninstall the ZENworks Linux Management Agent, because it is automatically uninstalled from the device while installing the ZENworks Configuration Management Server.

- ♦ **Agent Coexistence:** If your device has the ZENworks Linux Management Agent installed, you need not manually uninstall the ZENworks Linux Management Agent, because it is automatically uninstalled from the device while installing the ZENworks Configuration Management Agent. You cannot uninstall ZENworks 7.3 Linux Management Agent on ZENworks 11 SP3 Inventoried-Only devices, because ZENworks 7.3 Linux Management Agent removes the files that are used by ZENworks 11 SP3 Inventory-Only Agent.

7 ZENworks Handheld Management

The following information applies to ZENworks 11 SP3 coexistence with ZENworks 7.x Handheld Management, ZENworks for Handhelds 5.x, and ZENwork for Handhelds 3.x:

- ♦ **Server Coexistence:** There are no known coexistence issues. For performance reasons, however, we recommend that you do not run the ZENworks 11 SP3 Server on the same network server as the traditional ZENworks Handheld Management Servers.

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