

# ZENworks 2017 Update 4

## What's New Reference

January 2019

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# About This Guide

This *ZENworks What's New Reference* describes the new features in the ZENworks 2017 release. The guide includes the following sections:

- ♦ [Chapter 1, "What's New in ZENworks 2017 Update 4,"](#) on page 7

## Audience

This guide is intended for ZENworks administrators.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **comment on this topic** feature at the bottom of each page of the online documentation.

## Additional Documentation

ZENworks is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks Documentation](#) website.



# 1 What's New in ZENworks 2017 Update 4

The following sections describe the new features and enhancements in ZENworks 2017 Update 4:

- ◆ Section 1.1, "Platform Support," on page 7
- ◆ Section 1.2, "ZENworks Configuration Management," on page 8
- ◆ Section 1.3, "Imaging and Remote Management," on page 10
- ◆ Section 1.4, "Inventory," on page 10
- ◆ Section 1.5, "Asset Management," on page 11
- ◆ Section 1.6, "ZENworks Application," on page 11
- ◆ Section 1.7, "Endpoint Security Management," on page 11
- ◆ Section 1.8, "Full Disk Encryption," on page 11
- ◆ Section 1.9, "Patch Management," on page 11
- ◆ Section 1.10, "Reporting," on page 12
- ◆ Section 1.11, "Java Software Distribution," on page 12

## 1.1 Platform Support

ZENworks 2017 Update 4 supports the following new platforms:

- ◆ Agent and Primary Server
  - ◆ SLES 12 SP4
- ◆ Agent and Satellite Server
  - ◆ Windows Server 2019
  - ◆ Windows 10 1809
  - ◆ Windows 10 enterprise LTSC 2019
  - ◆ OES 2018 SP1
  - ◆ RHEL 7.5
  - ◆ Scientific Linux 7.5
  - ◆ Mac 10.14
- ◆ Mobile:
  - ◆ iOS 12
  - ◆ Android 5 and later

For more information on the system requirements, refer to the [ZENworks 2017 Update 4 System Requirements](#).

## 1.2 ZENworks Configuration Management

- ♦ [Section 1.2.1, “Mobile Management,” on page 8](#)
- ♦ [Section 1.2.2, “Client Management,” on page 10](#)

### 1.2.1 Mobile Management

- ♦ **Factory Reset Protection of work-managed Android devices:** In this release, ZENworks enables you to prevent users from factory resetting their work managed devices from Settings. You can also whitelist one or more corporate unlock accounts that need to be authenticated before the device will continue with Setup, in case of unauthorized factory resets, such as, from bootloader or fastboot.

For more information, see [Enabling Factory Reset Protection on Android Work-Managed Devices](#) in the *ZENworks 2017 Mobile Management Reference*.

- ♦ **Additional information on Android bundles:** The App Details section within the Android Bundles Summary page has been enhanced to include additional information, such as, the app version and track, and the last published date.
- ♦ **Additional information on Device Summary:** The Device Information page of Android devices now includes additional software details such as the security patch level applied on the device. This information can also be viewed in the generated mobile inventory reports.

For more information, see [Viewing Device Information](#) in the *ZENworks 2017 Mobile Management Reference*.

- ♦ **Deprecation of the Device Admin API:** With this release, ZENworks has stopped support for the basic mode of enrollment that uses the Device Admin API, for Android devices. This comes after Google’s announcement to deprecate the Device Admin API from the Android P release. ZENworks will now support only two ways of enrollment for Android devices; the work profile mode and the work-managed device mode.

For more information, see <https://www.novell.com/communities/cool solutions/removal-device-admin-api-android-devices/>.

- ♦ **Restart Android mobile devices:** You can now restart Android work managed devices by using the existing Restart/Shutdown quick task.

For more information, see [Reboot or Shutdown Devices](#) in the *ZENworks 2017 Mobile Management Reference*.

- ♦ **Support for Direct Boot:** In this release, ZENworks supports Direct Boot for Android 7.0+ devices. This feature enables the ZENworks Agent to always be active on an Android device even before the device is unlocked. Administrators can enforce policies such as the Compliance policy, remove the Work Profile or factory reset the device, even if the device has not been unlocked.

- ♦ **Distribution of iOS enterprise apps:** Using the existing Bundles feature, ZENworks now lets you distribute custom in-house apps that are not publicly available for distribution, to iOS devices.

For more information, see [Distributing iOS Enterprise Apps](#) in the *ZENworks 2017 Mobile Management Reference*.

- ♦ **Distribution of Wi-Fi configuration using bundles:** This feature enables administrators to create and deploy Wi-Fi Profile bundles on users’ devices, thereby enabling the users to connect their devices to the corporate network, using the specified wi-fi configuration. This feature is available for both, Android and iOS devices.



For more information, see [Distributing Corporate Wi-Fi Settings](#) in the *ZENworks 2017 Mobile Management Reference*.

- ♦ **Office 365 Android App Protection policy:** ZENworks now enables you to secure Android apps built using the Intune SDK (for example, Microsoft Office 365 apps), without users having to enroll their devices in ZENworks.

For more information, see [Creating the App Protection Policy](#) (Android Intune App Protection Policy) in the *ZENworks 2017 Mobile Management Reference*.

- ♦ **Sync between ZENworks and Azure:** This feature enables administrators to configure a schedule to sync the ZENworks Intune App Protection policy with Microsoft Azure.

For more information, see [Policy Sync Schedule](#) in the *ZENworks 2017 Mobile Management Reference*.

- ♦ **Support for new Android restrictions:** The list of Android restrictions have been significantly enhanced for both Android work profile and work managed devices (including Android P devices). These restrictions include settings such as enabling device keyguard features, mounting of physical external media, sharing of data using NFC beam and restricting OS updates.

For more information, see Section 12.5.2 Applying Device Restrictions in the *ZENworks 2017 Update 4 Mobile Management Reference*.

- ♦ **Support for new iOS 12 restrictions and DEP settings:**

- ♦ **New iOS 12 restrictions:** This release includes support for additional iOS 12 restrictions such as automatic update of the date and time, setting up of new devices that are within proximity and delaying OS updates.

For more information, see [Editing a Mobile Device Control Policy Setting](#) in the *ZENworks 2017 Mobile Management Reference*

- ♦ **New DEP settings:** The DEP settings are also enhanced to support features that enable selection of the default language and region while setting up Apple TV devices. Additionally, to setup an iOS 12 DEP device you can skip setup screens such as Screen Time, iMessage and Facetime.

For more information, see [Managing the DEP Profile](#) in the *ZENworks 2017 Mobile Management Reference*.

- ♦ **Remotely reset the password on Android 8.0+ devices:** The **Unlock device** quick task, enables you to remotely reset the password and set a new password on Android 8.0+ devices, in case the user forgets the existing password of the device.

For more information, see [Unlocking a Device](#) in the *ZENworks 2017 Mobile Management Reference*

- ♦ **Auto-fill credentials on ZENworks app using QR code:** The ZENworks app login screen is enhanced to include a icon that will enable the user to scan the QR code to automatically fill the login credentials. On tapping this icon, the user needs to scan the QR code embedded within the received Invite Letter, after which the user is re-directed to the app and the login credentials (excluding the password) is automatically filled.

For more information, see [Enrolling Mobile Devices](#) in the *ZENworks 2017 Mobile Management Reference*.

- ♦ **Audit of Wipe Device Actions of Intune App Protected devices:** Administrators can now configure the change events for users to audit the initiation of the Intune App Wipe action.

- ♦ **Update to the Apps Catalog page:** The Apps Catalog page now includes apps that are created using the iOS App Bundles and iOS Enterprise apps.

For more information, on all the mobile management features, see the *ZENworks 2017 Mobile Management Reference*.

## 1.2.2 Client Management

- ♦ **Locate Windows 10 devices from the Geolocation tab:** This ZENworks feature uses the Windows 10 location service to geographically locate devices that operate on Windows 10 version 1709 and later Windows 10 operating systems. You can access the **Geolocation** tab when you click a workstation device link.
- ♦ **Wipe a Windows device using a new quick task:** The new **Wipe** quick task resets the selected Windows device's operating system to its factory settings and removes all non-OS files and applications from the device. You can implement the quick task when you have a Windows device selected in the Workstations list. This feature is only supported for Windows 10 devices.
- ♦ **New Installation Schedules in Bundles:** With the new bundle installation schedule, you can now define the date and time when bundles should be installed on managed devices.
- ♦ **Ability to check for processes or services that are running on a managed device:**  
Within a ZENworks bundle, it is now possible to add a requirement to check for processes or services that are running on a managed device.
- ♦ **Change in Java distribution:** In this release, Java software distribution will be through Zulu, an open source platform. The Java distribution change has been introduced to enable ZENworks to provide security fixes on a more regular basis. The new JDK platform will be installed automatically on all Primary Servers, Satellites and agents when ZENworks 2017 Update 4 is deployed in the zone.

## 1.3 Imaging and Remote Management

- ♦ **Reference to an existing MDT bundle:** This feature enables administrators to create MDT bundles using WIM files that have already been uploaded in an existing bundle.

For more information, see Section 3.8: Configuring MDT Deployment Bundles and Section 5.3: Action - MDT Deployment in the [ZENworks Preboot Services and Imaging Reference](#).

- ♦ **TLS 1.2 Support for Remote Management and Imaging:** The remote sessions are secured using Secured Socket Layer (TLSv1.2 protocol). This feature is only available on Windows devices.

## 1.4 Inventory

- ♦ **Automatic cleanup of PRU bundles:** Old PRU bundles, which are hidden and not used, now get cleaned automatically.
- ♦ **Inventory scan just after a device is imaged:** This feature enables administrators to perform a full scan of the device after the device is re-imaged. Instead of waiting for the scheduled scan to complete and the data getting uploaded to the server later, you will get to know immediately about the current inventory data and you can take the necessary actions such as deployment of software bundles.

For more information, see Section 2.2: Scheduling an Inventory Scan (Perform Full scan after imaging a device) in the [ZENworks Asset Inventory Reference](#).

- ♦ **Mobile hardware inventory data in ZCC Inventory reports:** Hardware inventory information about mobile devices is now being stored in inventory tables. This enables the information to be available in ZCC inventory reports. New fields have been added in inventory reports to facilitate the same.

- ♦ **Manually adding a new device manufacturer name or model to inventory reports:** You can now manually add a device manufacturer name and model name or number to an inventory report.

For more information, see [Manually Adding New Device Manufacturer or Model to the Inventory Reports](#) in the *ZENworks Asset Inventory Reference*.

This release also includes inventory processing improvements.

## 1.5 Asset Management

- ♦ **Importing network devices and linking to ZAM Contracts:** Network Devices with ADF data can be imported into ZENworks Control Center and then linked to ZENworks Asset Management contracts.

For more information, see Section 4: Importing Devices from CSV Files in the *ZENworks Discovery, Deployment, and Retirement Reference*.

## 1.6 ZENworks Application

This release includes a new registry key to disable power options when ZAPP is the shell.

## 1.7 Endpoint Security Management

- ♦ **Wildcard enhancement in the Application Control Policy:** Enhancements made to the Application Control Policy enable wild card entries in application control lists, which provide more comprehensive access controls with less configuration overhead.
- ♦ **Updated Storage Device control Policy:** Enhancements made to the Storage Device Control Policy simplify policy creation and maintenance and pave the way for more controls in the next release.

## 1.8 Full Disk Encryption

- ♦ **Bypassing PBA for specified reboots:** When using pre-boot authentication (PBA) with a Disk Encryption policy, you can use this command option on encrypted agent devices to temporarily bypass pre-boot authentication for a specified number of device starts or restarts. This feature can be executed on client devices from the Commands option in the Full Disk Encryption Agent or from the Command Prompt on the device using `zescommand bypassPbaWithRebootCount`.

For more information, see [Bypassing PBA for Specified Reboots](#) in the *ZENworks Full Disk Encryption Agent Reference*.

## 1.9 Patch Management

- ♦ **Release device patches from quarantine using a quick task:** Scheduled policy or remediation installations of patches on a device will not execute for quarantined patches. If you resolved an issue that prohibited a patch from installing, but the patch is quarantined, you can use the Release Quarantined Patches quick task to release quarantined patches on a device. Patches that are released from quarantine remain in a released state until an installation attempt is executed.

For more information, see [Release Quarantined Patches](#) in the *ZENworks 2017 Patch Management Reference*.

- ◆ **Patch Management System variables:** Two new System variables were added to Patch Management to further control patch reboot behavior and to control storage of patch trending data that was configured in an earlier version of ZENworks Patch Management.
  - ◆ PATCH\_ALWAYS\_SHOW\_REBOOT\_PROMPT  
This variable displays the patch reboot prompt to users when the Patch Policy Reboot Behavior option for **Suppress reboot** is set to **Yes**.
  - ◆ PATCH\_TREND\_DATA\_DAYS  
This variable controls the number of days that patch Dashboard and Trending data, which was configured in an earlier version of ZENworks, is stored in the database. Set the value to *x* days of storing data or set it to 0 to disable storing the data.

## 1.10 Reporting

Administrators can now use ZENworks Reporting to report on a zone with PostgreSQL as the database.

## 1.11 Java Software Distribution

**Change in Java distribution:** In this release, Java software distribution will be through Zulu, an open source platform. The Java distribution change has been introduced to enable ZENworks to provide security fixes on a more regular basis. The new JDK platform will be installed automatically on all Primary Servers, Satellites and agents when ZENworks 2017 Update 4 is deployed in the zone.