ZENworks 11 SP3 Readme

May 2014

Novell®

The information in this Readme pertains to Novell ZENworks 11 SP3.

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 SP3:

Table 1 *Readme Updates*

Date	Readme item Added or Updated
May 28,2014	Added the following known issue: - "The ZENworks 11 SP3 installer in CLI mode is not able to connect to the existing MS SQL Audit Database Server" on page 8.
April 29, 2014	Added the following known issue: - "Upgrade or uninstall of the ZENworks Agent on Windows 8 or Windows 2012 devices might make the devices unusable" on page 4. **IMPORTANT:** This issue is applicable only if you have downloaded and deployed the `ZENworks11SP3.iso` to your zone. This issue has been fixed in the `ZENworks11SP3a.iso`.

2 What's New

For detailed information about the new features and enhancements in ZENworks 11 SP3, see the "ZENworks 11 SP3 What's New Reference."

3 Supported Platforms and Installation Instructions

The new platforms that are supported in ZENworks 11 SP3 include the following:

- Primary Server Support
  - Windows 2012 Server Standard x86_64
  - Windows Server 2012 R2
  - Red Hat Enterprise Linux 5.8, 5.9, 6.3, and 6.4 x86_64
- Managed Device Support
  - Windows 8 x86 and x86_64
  - Windows 2012 Server Standard x86_64
  - Windows 7 Thin PC (32-bit)
  - Red Hat Enterprise Linux 5.8, 5.9, 6.3, and 6.4 x86_64
  - Scientific Linux 6.4 (32 and 64-bit)

    NOTE: Imaging capability and ZENworks Patch Management are not supported on the Windows 7 Thin PC (32-bit), and Scientific Linux 6.4 (32 and 64-bit) platforms.

- Browser Support
  - Firefox ESR version 10 and 17
  - Firefox version 20 and 21
  - Internet Explorer versions 8, 9, and 10
  - Firefox ESR version 17.0 and 24.0.
  - Firefox version 24.0 and 25.0 (including any patches) on Windows and Linux devices.

For additional information on the System Requirements and for instructions on how to install ZENworks 11 SP3, see the *ZENworks 11 SP3 Server Installation Guide*.

4 Planning to Upgrade to ZENworks 11 SP3

Use the following guidelines to plan for the upgrade to ZENworks 11 SP3 in your Management Zone:

- You must first upgrade the Primary Servers, then update the Satellite Servers, and finally the managed devices to ZENworks 11 SP3. Do not upgrade the managed devices and Satellite Servers (or add new 11 SP3 Agents in the zone) until all Primary Servers in the zone have been upgraded to 11SP3.

  NOTE: Agents might receive inconsistent data from the zone until all Primary Servers are upgraded. Therefore, this part of the process should take place in as short a time as possible - ideally, immediately after the first Primary Server is upgraded.

- If the managed devices have been updated to ZENworks 10.3.4 or later, you can directly update the managed devices in the zone to ZENworks 11 SP3.

  The system reboots once after you upgrade to ZENworks 11 SP3. 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 Defense
Upgrade from 10.3.4 to 11 SP3	Disabled	Disabled	Lite	Enabled
Fresh Install of 11 SP3	Disabled	Disabled	Lite	Enabled
Fresh Install of 11 SP3	Disabled	Disabled	Full	Enabled

IMPORTANT: All Primary Servers running ZENworks 11.1.0a or earlier should first be upgraded to ZENworks 11.2.0 before upgrading them to ZENworks 11.3. Satellite Servers and managed devices should be updated to 10.3.4 before updating them to ZENworks 11 SP3.

Table 3 *ZENworks Cumulative Agent Update to 11 SP3: Supported Paths*

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	v10.3.4 and later versions	Any version prior to 10.3.4
Managed Device	Windows	v10.3.4 and later versions	Any version prior to 10.3.4
	Linux	v11.0 and later versions	NA
	Mac	v11.2 and later versions	NA

5 Upgrade Prerequisites and Instructions

For detailed information about the prerequisites and for instructions to upgrade Primary Servers, Satellites, and managed devices to ZENworks 11 SP3, see the *ZENworks 11 SP3 Upgrade Guide*.

6 Additional Product Documentation

This Readme lists issues that are specific to ZENworks 11 SP3. For all other ZENworks 11 SP3 documentation, see the *Novell ZENworks 11 SP3 documentation website* (http://www.novell.com/documentation/zenworks113/).

7 Known Issues in ZENworks 11 SP3

This section contains information about issues that might occur while you work with ZENworks 11 SP3:

- Section 7.1, "Upgrade or uninstall of the ZENworks Agent on Windows 8 or Windows 2012 devices might make the devices unusable," on page 4
- Section 7.2, "On the Start screen of a Windows 8 device, the uninstall option will not work for ZENworks bundles," on page 5
- Section 7.3, "UEFI Secure Boot does not work on Windows Surface Pro tablet," on page 5
- Section 7.4, "Operating system upgrades are not supported on devices with Endpoint Security or Full Disk Encryption," on page 5

7.1 Upgrade or uninstall of the ZENworks Agent on Windows 8 or Windows 2012 devices might make the devices unusable

This issue is applicable only if you have downloaded and deployed the ZENworks11SP3.iso to your zone. This issued has been fixed in the ZENworks11SP3a.iso.

On a Windows 8 or Windows 2012 managed device, on which ZENworks Agent (11.2.3a, 11.2.3a MU1, 11.2.4, or 11.2.4 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).

7.2 On the Start screen of a Windows 8 device, the uninstall option will not work for ZENworks bundles

On the Start screen of a Windows 8 device, right-click the ZENworks bundle shortcut and choose the uninstall option in the charms bar. The ZENworks bundle shortcut does not point at the underlying application or msi installer, which is in the Add Remove Programs screen of the Control Panel.

This is because the uninstall option, which is in the charms bar of the Windows 8 device, is not supported for the ZENworks bundles.

Workaround: None

7.3 UEFI Secure Boot does not work on Windows Surface Pro tablet

If Secure Boot is enabled on a Windows Surface Pro UEFI device, then booting the system into the Imaging distro fails.

Workaround: Disable Secure Boot and boot the Windows Surface Pro UEFI device.

7.4 Operating system upgrades are not supported on devices with Endpoint Security or Full Disk Encryption

Upgrading the Windows operating system is not supported on devices that have an Endpoint Security Data Encryption policy or a Full Disk Encryption policy applied. The upgrade can place the device into an unknown state. Specifically, the following upgrades are not supported:

- Windows XP to Windows Vista, Windows 7, or Windows 8
- Windows Vista to Windows 7 or Windows 8
- Windows 7 to Windows 8

Updating an operating system version to a service pack of the same version (for example, Windows 7 to Windows 7 SP1) is supported.

Workaround: Before upgrading the operating system, 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 SP3 Endpoint Security Policies Reference*.

For information about removing a Disk Encryption policy, see "Removal Best Practices" in the *ZENworks 11 SP3 Full Disk Encryption Policy Reference*.

7.5 Full Disk Encryption is not supported on Windows devices that use UEFI firmware

Full Disk Encryption is *not* supported on Windows devices that use UEFI firmware. BIOS firmware is required.

Workaround: None.

7.6 Full Disk Encryption pre-boot authentication (PBA) is bypassed on devices with self-encrypting (Opal) drives

On SED (Opal) devices, the PBA login screen is not displayed when a user performs a restart (soft-boot) on the device. Instead, the machine boots directly to the Windows login.

Workaround: For maximum authentication security, have users shut down (hard boot) the machine to initiate the PBA login at restart.

7.7 Endpoint Security Policy Handler error occurs

When a security policy is applied to a device at the same time that Endpoint Security is enabled on the device, a Policy Handler exception occurs because the Policy Handler is not yet loaded and therefore cannot manage the assigned policy.

Workaround: Avoid the exception by enabling Endpoint Security on the device, refreshing the device, and then assigning security policies. Resolve an existing exception by refreshing the device; this installs the Policy Handler and enables it to manage the security policies.

7.8 Snooze prompt has not been implemented for Windows 8 metro view

The Snooze prompt has not been implemented for the Windows 8 metro view.

Workaround: None

7.9 In a bundle with multiple bundle locks, deleting one lock results in deletion of both locks on an Xplat-Linux device

On an Xplat-Linux device, if you create a bundle and add multiple bundle locks for the same bundle with different configurations and then delete a bundle lock, the other bundle lock for the same bundle is deleted. For example, this could happen if you add one bundle lock with the Deny Install option and add another bundle without the Deny Install option.

Workaround: None

7.10 Deleting extended partitions by using the img command corrupts existing partitions

Workaround:

1 To see the list of partitions on all disks, run the following command:

```
# parted -l
```

2 To delete the required extended partition, run the following command:

```
    # parted /dev/sdX rm n
```

/dev/sdX is the disk and *n* is the number of the partition that is to be deleted.

For example: To delete the seventh partition from the /dev/sda disk, run the following command:

```
# parted /dev/sda rm 7
```

7.11 Servers might become unavailable when a large patch policy bundle is deployed

If a path policy with more than 50 members is deployed on devices in the zone, the Primary Servers might become unavailable.

Workaround: The administrator should restrict the members of a patch policy by configuring Patch Policy rules.

7.12 An additional reboot occurs when a new Primary Server is added to the zone

When you install a Primary Server to a zone in which *Location Awareness* is enabled, the Primary Server requires two reboots.

Workaround: None

7.13 After a ZENworks agent is updated to ZENworks 11 SP3, the cached or disconnected mode login does not work until the user performs a connected or network login

When a ZENworks agent is updated to ZENworks 11 SP3, the disconnected or cached login for previously logged-in users does not work.

Workaround: After updating to ZENworks 11 SP3, you must log in to ZENworks at least once, in the connected mode.

7.14 The Remote SSH operation will not work on some browsers

(**Fixed in 11.3.1**) The Remote SSH operation will not work on browsers having incompatible JRE versions.

Workaround: The Remote SSH operation works only on browsers with the following Java environments:

- ◆ JRE 1.5 and 1.6 (all updates)
- ◆ JRE 1.7 (Update 40 and lower)

7.15 The ZENServer and the ZENLoader Services fail during the upgrade of Linux Primary Servers to ZENworks 11 SP3 if the size of the RAM is less than 4GB

During the upgrade of Linux Primary Servers to ZENworks 11 SP3, the ZENServer and ZENLoader services fail to start if the total size of RAM is less than 4GB. This is because of the incorrect configuration of the maximum heap memory of Java for the ZENServer and ZENLoader services.

Workaround: Allocate at least 4GB RAM for the Primary Server; execute the `novell-zenworks-configure -c tools.CheckJVMsettingConfigureAction` command to modify the settings, and start the ZENworks Service.

7.16   ORA-00600, an Oracle Internal Error Occurs During ZENworks 11SP3 Upgrade or Install

In Oracle versions prior to 11.2.0.4, a software bug is found in DBMS_REDEFINITION package. As a result during the ZENworks 11SP3 Upgrade or Install, ORA-00600, an oracle internal error is displayed while partitioning the table in case of an older version of Oracle 11.2.0.4. It is recommended to upgrade to the latest version of Oracle software with patches.

Contact Novell Technical Support for details.

7.17   Do not update a 11.3.0 reboot-less agent to FRU1 without first rebooting it

If you are using Deployment task to install a 11.3.0 agent with suppress reboot option and have configured the start services option, do not update the agent to 11.3.0 FRU1 without first rebooting it at least once. Because the update might leave the device in an unstable state.

Workaround: None

7.18   The ZENworks 11 SP3 installer in CLI mode is not able to connect to the existing MS SQL Audit Database Server

The ZENworks 11SP3 installer in CLI mode is not able to connect to the existing MS SQL Audit Database Server when using the *Use existing database* option. Connection to MS SQL Audit database server fails after providing the username and without asking for the password.

Workaround: For information on resolving this issue, refer to TID 7014697 (https://www.novell.com/support/kb/doc.php?id=7014697).

8   Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export, or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. Please refer to the Novell International Trade Services Web page (http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.