

Micro Focus Desktop Containers 12.4 ZENworks Asset Management Integration Guide

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OVERVIEW

This guide outlines the steps for configuring the Micro Focus Desktop Containers (MFDC) Server Portal to send usage metrics to ZENworks Asset Management (ZAM). The MFDC Server Portal is an application delivery and management tool for virtual application packages. Integrating the server with ZAM provides a way to collect information and do reporting on application usage.

ENABLING ZAM INTEGRATION ON MFDC SERVER PORTAL

This section describes the first step to set up integration between the MFDC Server Portal and ZAM.

CONFIGURE THE ZAM SETTINGS ON THE MFDC SERVER PORTAL

Go to the MFDC Server Portal administrator site, the default port for this site is 81 but it may have been installed on a different port. Click on the “ADMIN” button on the top menu, which directs you to the **Administrative Settings** page as seen below. Click on the “Manage ZENworks Asset Management” link.

The screenshot shows the 'Administrative Settings' page. The top navigation bar is blue with a logo on the left and links for HOME, APPLICATIONS, USERS, SERVERS, REPORTS, and ADMIN. The main content area has a title 'Administrative Settings' and a list of settings on the left: License, Sync, Administrator Email, Administrators, and ZENworks Asset Management. The right side shows details for the 'License' setting: Edition: Enterprise (eval), Components: Standard, Unique users: 40, Expires: 8/14/2016, and a 'New License' link. The 'Sync' setting has a 'Sync Settings' link. The 'Administrator Email' setting has a text input field containing 'admin@microfocus.com'. The 'Administrators' setting has a 'Manage Server Administrators' link. The 'ZENworks Asset Management' setting has a 'Manage ZENworks Asset Management' link.

On the ZAM detail page, select “Enabled” and enter the server information for the ZAM server. Here you can also set the update frequency. Click “Save” to enable ZAM integration.

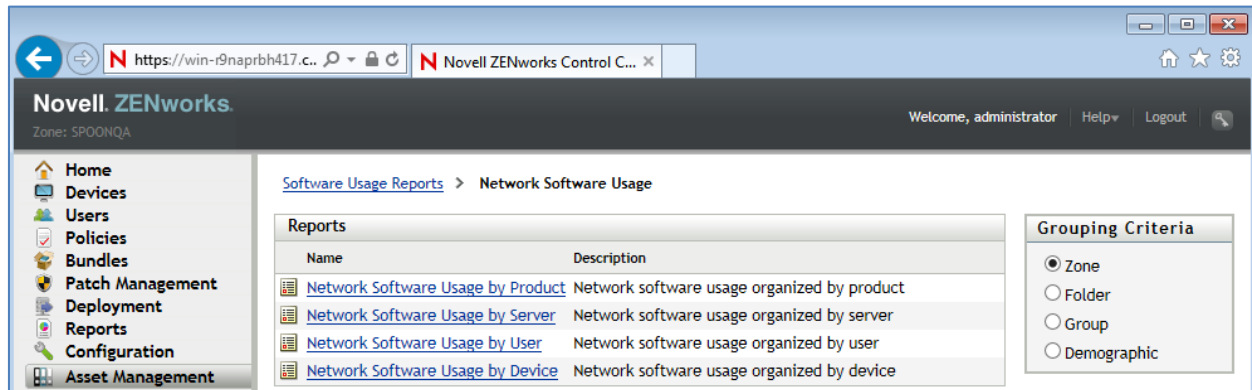
The screenshot shows the 'ZENworks Asset Management' configuration page. The top navigation bar is blue with a logo on the left and links for HOME, APPLICATIONS, USERS, SERVERS, REPORTS, and ADMIN. The main content area has a title 'ZENworks Asset Management' and a list of settings on the left: Enabled, Server, and Update Frequency. The right side shows details for the 'Enabled' setting: a checked checkbox labeled 'Enabled'. The 'Server' setting has a text input field containing 'http://zamserver'. The 'Update Frequency' setting has a text input field containing '15' minutes. At the bottom, there are 'Save' and 'Cancel' buttons.

VERIFYING THE INTEGRATION

This section describes how to verify that the usage data from the MFDC Server Portal is being collected by ZAM.

CHECK THE ASSET MANAGEMENT DATA ON THE ZCM SERVER

Login to the ZCM Server and click on “Asset Management > Software Usage Reports.” This should take you to a list of reports similar to the image below.



Click the link for the “Network Software Usage by Product” report. This should run a report, similar to the image below, which shows the application usage from the ZAV Streaming Server. Data that comes from the MFDC Server Portal will show the Manufacturer as “Micro Focus Desktop Containers”.

The screenshot shows the Novell ZENworks web interface displaying the "Network Software Usage by Product" report. The report includes the following information:

- Run Date: 08/28/2015
- Report Time Period: Previous 3 Months
- This data is collected only from Windows platforms.

Manufacturer	Product	Version	Servers	Devices Used From	Hours Used	Hours Active	Ave. Usage Days
ZENworks Application Virtualization	Notepad++	6.2.0.0	1	1	0	0	1

The top of the interface shows the Novell ZENworks logo and the user "Welcome, administrator".

TESTING WITH A SELF-SIGNED CERTIFICATE

If the ZCM Server which runs the ZAM service is using a self-signed certificate, then there are extra steps that need to be taken to make sure that the usage data is successfully transferred to the from the MFDC Server Portal to ZAM.

IDENTIFYING A PROBLEM WITH THE CERTIFICATE

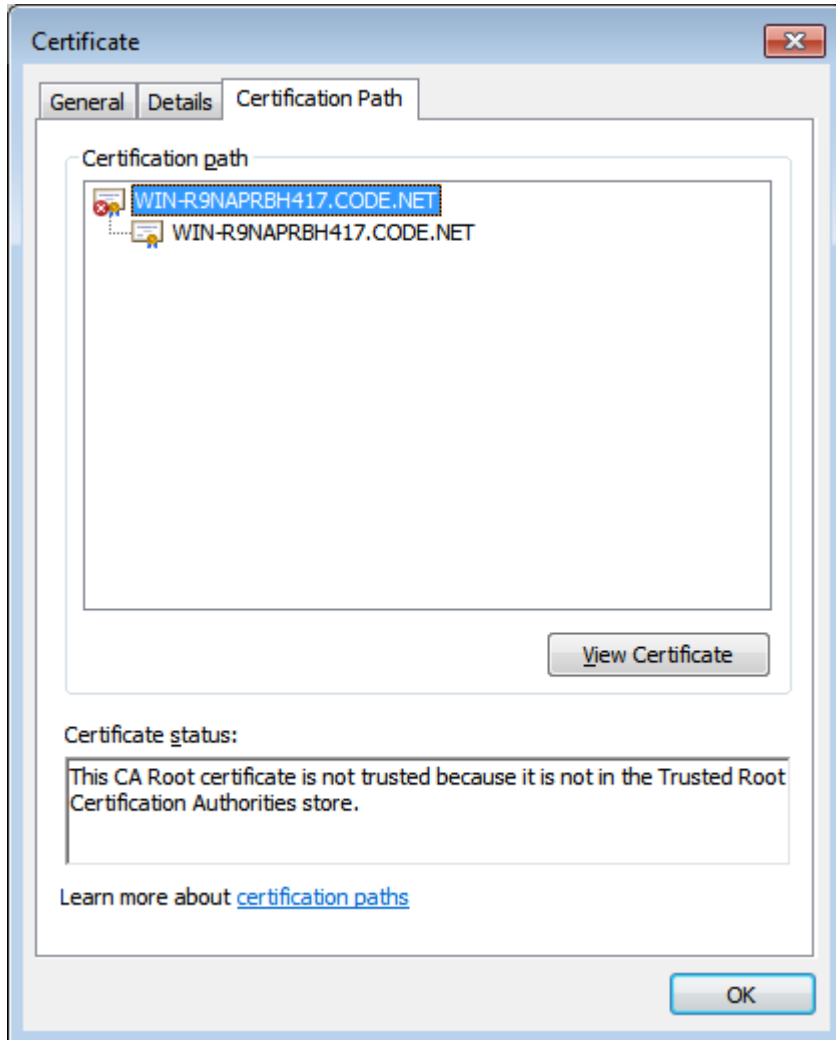
If you notice that data is not making it to the ZAM service, use the DebugView logging tool from Microsoft Sysinternals to record logging messages on the MFDC Server Portal. The following message indicates a problem with the certificate:

```
Exception while uploading usage data to zam server for <server>  
(080027FAB228): The underlying connection was closed: Could not  
establish trust relationship for the SSL/TLS secure channel.
```

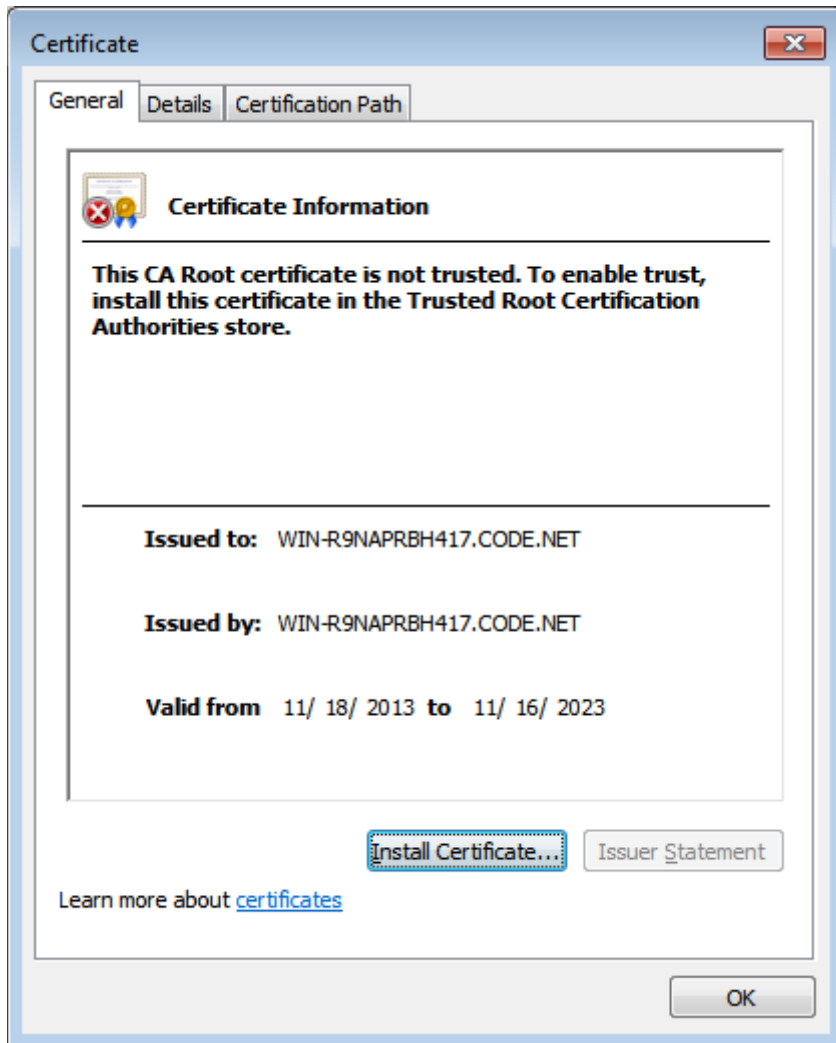
ADDING THE SELF-SIGNED CERTIFICATE TO THE CERTIFICATE STORE

To solve this SSL communication issue, you need to add the self-signed certificate from the ZCM Server to the MFDC Server Portal machine.

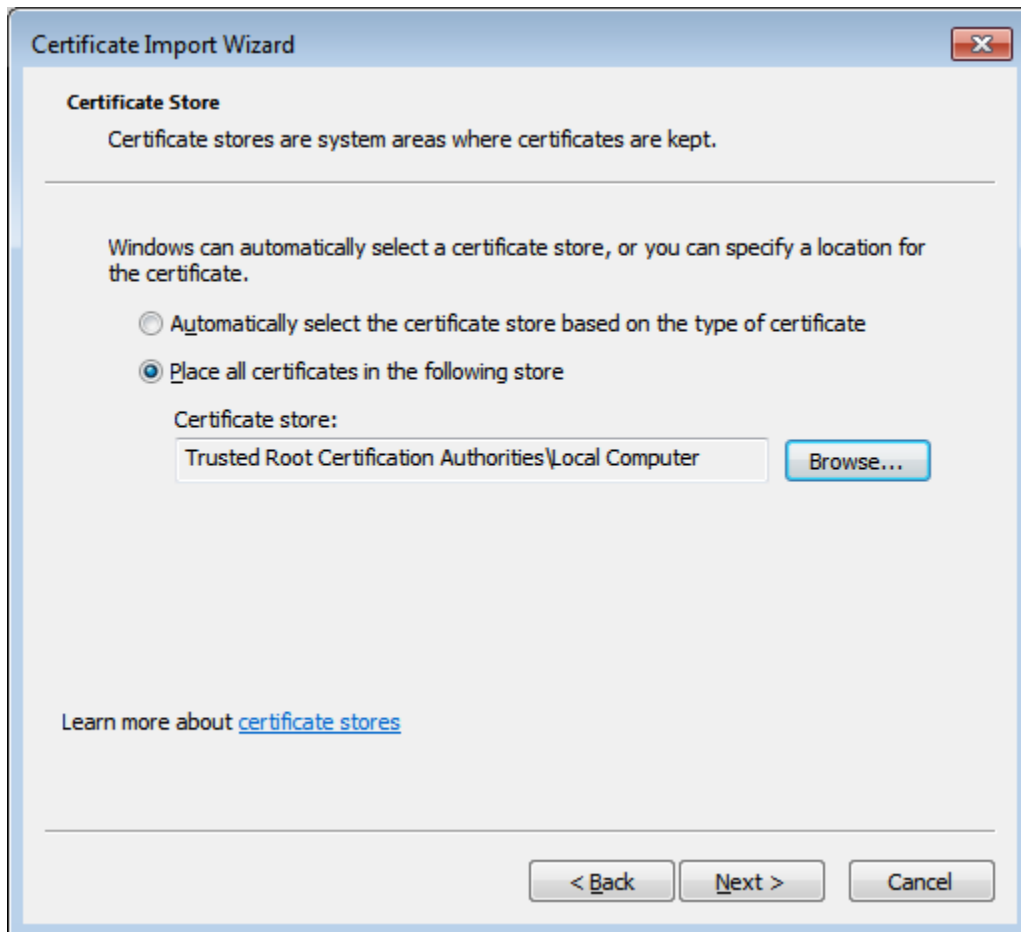
First, check to see if the certificate is trusted by using Internet Explorer to go to the ZCM Server on the MFDC Server Portal machine and checking the certificate. In the image below you can see that the certificate is not trusted.



Click on the “View Certificate” button to get the certificate details.



Next click on the “Install Certificate” button and be sure to install the certificate to the **Trusted Root Certificate Authorities\Local Computer**.



Once the certificate is installed, the problem with the SSL communication between the MFDC Server Portal and ZAM should be resolved.

THANK YOU FOR USING THE MFDC SERVER PORTAL AND ZENWORKS ASSET MANAGEMENT!

We hope you enjoy using MFDC Server Portal. Please let us know any way we can improve your experience.

- The MFDC Server Team