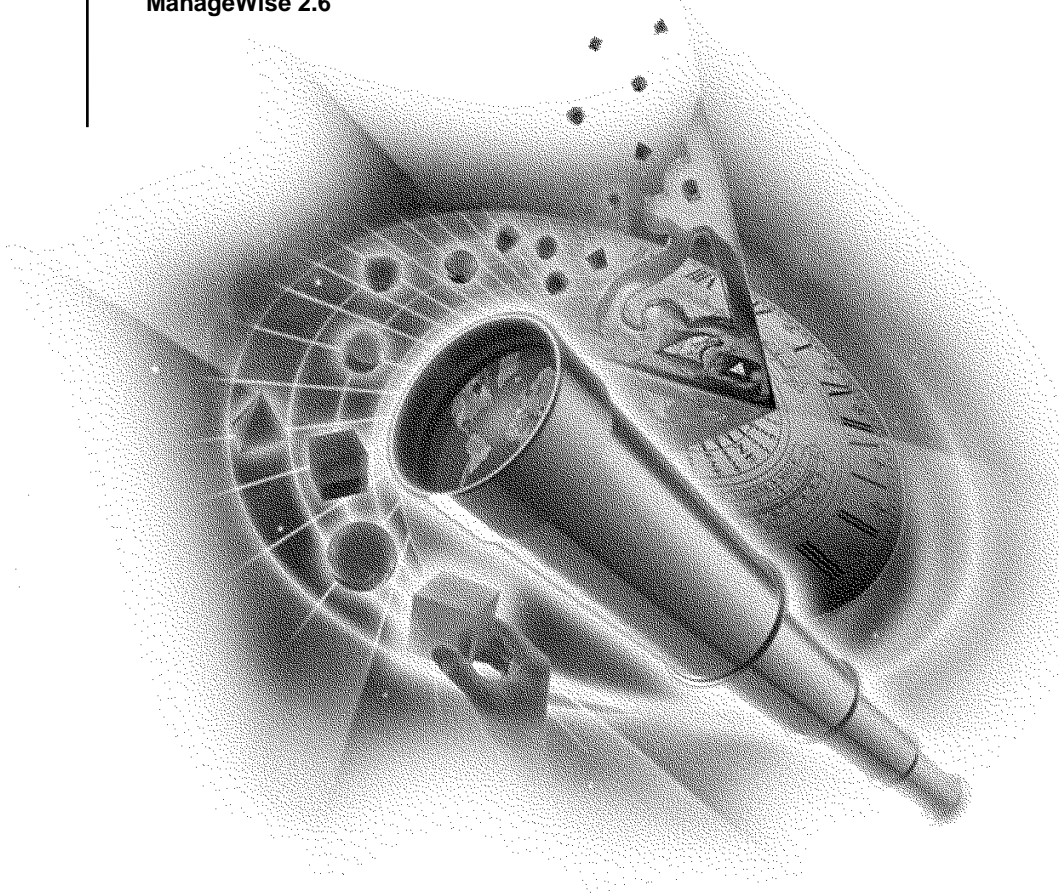


Integrating  
ZENworks 2  
and  
ManageWise 2.6



**Novell**®

**ZENworks 2/ManageWise® 2.6**  
NETWORK AND DESKTOP MANAGEMENT  
SOFTWARE POWERED BY NDS™

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**Integrating ZENworks 2 and ManageWise 2.6  
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# Contents

## Introduction

About This Guide . . . . .	iii
----------------------------	-----

## Integrating ZENworks 2 and ManageWise 2.6

ZENworks . . . . .	1
ManageWise . . . . .	1
Things You Can Do . . . . .	1
ZENworks Tasks . . . . .	1
ManageWise Tasks . . . . .	3
Questions and Answers . . . . .	4
Integrating the Products . . . . .	5
Prerequisites . . . . .	6
Task One: Install the ZENworks Client on Your Administration Workstation . . . . .	6
Task Two: Install the ManageWise Software . . . . .	7
Task Three: Install ZENworks Software . . . . .	8
Task Four: Upgrade the End User Workstations . . . . .	9
Task Five: Configure ZENworks NDS Objects . . . . .	11
Task Six: Import Workstations for Non-NDS Users into the ManageWise Database . . . . .	12
Task Seven: Import NDS Workstations into the ManageWise Database . . . . .	13
Task Eight: Update the ManageWise Console to Allow it to Control ZENworks Workstations . . . . .	15
Troubleshooting . . . . .	17
Controlling ManageWise in a Pure IP Environment (TID 2946917) . . . . .	17
Running WINSKAN.EXE on a Novell Client Configured for IP Only (TID 2948375) . . . . .	17
System Messages . . . . .	18



# ***Introduction***

## About This Guide

ZENworks™ and ManageWise® help you accomplish all management tasks from a central point of administration—such as NDS™ monitoring, NetWare® and Windows NT\* server management, Workstation Management, and Application Management. You can even analyze network traffic, provide virus protection and conduct network inventory and health reporting tasks—all without leaving your office.

Using ZENworks 2 and ManageWise 2.6 together provides you all of the benefits of both products.

This document guides you in using the two CDs in this package.



# ***Integrating ZENworks 2 and ManageWise 2.6***

## **ZENworks**

Novell® ZENworks™ is today's only directory-enabled desktop management solution. Its integration with NDS™ simplifies networking for users, reduces the cost of desktop management, and assists growing businesses with managing change. ZENworks provides personalized software distribution and repair, policy-based workstation management, and secure remote control.

## **ManageWise**

ManageWise® is a comprehensive management solution that lets you successfully manage and control your entire network. ManageWise is an open platform based on the Simple Network Management Protocol (SNMP) standard, which prevents downtime through proactive management and quick problem resolution. These capabilities, together with network protection and proactive planning and optimization of network growth, make ManageWise the key to reducing your network's Total Cost of Ownership (TCO).

## **Things You Can Do**

### **ZENworks Tasks**

ZENworks lets you perform the following tasks:

- Automatically create hardware and software inventories for all your Windows\* 95, Windows 98, and Windows NT\* workstations, and then store them in a ZENworks database.

A subset of this inventory data is stored in NDS.

- Ease desktop management by configuring policies and associating them to objects in the NDS tree.

You can standardize desktop configurations and set them once for a group or container (such as an Organizational Unit) and have the settings flow down the tree, or you can individualize configurations as needed for selected workstations or users.

- Provide NDS users with consistent, recognizable configurations no matter where they log in from.
- Distribute, manage, and update multiple applications on your network's Windows-based workstations. More specifically, software distribution lets you
  - Associate application objects with workstation objects, workstation groups, or any container object to enable software distribution even if a user is not logged in to NDS.
  - Run scripts prior to or after software distribution to enhance your control of this process.
  - Filter the workstations to receive certain software based on that workstation's system requirements.
  - Run prompted macros extensions for enhanced distribution control and end user interaction.
- Install applications on a remote Windows NT workstation or server, regardless of the user's local rights.
- Provide NDS users with a help request system that simplifies how they provide information to your help desk.
- Remotely control workstations securely from NetWare<sup>®</sup> Administrator.  
ZENworks Remote Management Agents use NDS authentication to securely control remote access of workstations.
- Transfer files to and from the local drives of a target workstation.
- Chat with users on your network.
- Ping the Remote Management Agent on the target workstation to check if it is up and running.
- Remotely view the target workstation to see how the user performs certain tasks and hence discern when the user performs tasks incorrectly.



- Obtain Windows memory, network protocols, print capture, and other diagnostic information about the target workstation.
- Run any program on a target workstation from your office.
- Reboot a target workstation from your office.
- Provide full system access and remote execution of applications through secure administrator or system user authentication on Windows NT workstations.
- Run predefined reports on software distribution success and failure as well as hardware and software inventory.
- Protect your Windows-based workstations from computer viruses with VirusScan\* software from Network Associates, Inc.

Purchase of ZENworks 2 entitles you to a six-month subscription to all VirusScan updates. Subscriptions beyond the initial six months must be purchased separately from an authorized Novell reseller.

- Prevent Y2K problems with workstation hardware, software, and data using Check 2000\* for ZENworks from Greenwich Mean Time.

Purchase of ZENworks 2 authorizes five licensed workstations. If you require licenses for analyzing Check 2000 data for more than five workstations, contact an authorized Novell reseller to purchase additional license certificates.

## ManageWise Tasks

ManageWise lets you perform the following network management tasks:

- Monitor NDS.
- Manage NetWare and Windows NT servers.
- Analyze network traffic.
- Perform software and hardware inventory scans on NDS and non-NDS workstations, and query the ManageWise database to perform asset management tasks.
- Generate reports on network health.

# Questions and Answers

The following questions and answers may help you install and integrate the ZENworks and ManageWise products.

*Which should I install first, ZENworks or ManageWise?*

If you are upgrading from ManageWise 2.x, we strongly recommend that you install ManageWise first.

If you are installing ManageWise for the first time or if you are upgrading from ZENworks 1.x, it doesn't matter which you install first, but installing ZENworks first is the most streamlined approach.

*Can I manage a ZENworks 2 workstation from a ManageWise Console?*

Yes, but first you need to use the ManageWise Inventory scanner to scan the ZENworks 2 workstations. This will add those workstations to the ManageWise database. The easiest way to accomplish this is by using a predefined Application Object Template (AOT) file. For more information about how to do this, see "Option 1: Use Application Object Templates to Run the Inventory Scanner" on page 13.

To use the Remote Control feature of ZENworks 2 from the ManageWise Console, refer to "Task Seven: Import NDS Workstations into the ManageWise Database" on page 13 and "Task Eight: Update the ManageWise Console to Allow it to Control ZENworks Workstations" on page 15.

You must update the ManageWise Console to make it capable of supporting functions beyond Remote Control.

**Note** Another DLL is available that can enable the ZENworks Remote Management functions of File Transfer and Chat from the ManageWise Console. For more information or to download this DLL, see the ZENworks Cool Solutions web site at

**[www.novell.com/cool solutions/zenworks/index.html](http://www.novell.com/cool solutions/zenworks/index.html)**

*How do I query the ManageWise Inventory Database for ZENworks workstations?*

When you have completed the installation and setup of both products, use the NDS Distinguished Name (DN) in the ManageWise query string.

*Where can I find more information about virus protection for ManageWise 2.6 and ZENworks 2?*

You can find more information about the virus protection software bundled with these two products by clicking on the respective product links at

**[www.novell.com/documentation/lg/zw2mw/docui/index.html](http://www.novell.com/documentation/lg/zw2mw/docui/index.html)**

## Integrating the Products

There are eight main tasks required to integrate ZENworks 2 and ManageWise 2.6 on the same network.

- “Task One: Install the ZENworks Client on Your Administration Workstation” on page 6
- “Task Two: Install the ManageWise Software” on page 7
- “Task Three: Install ZENworks Software” on page 8
- “Task Four: Upgrade the End User Workstations” on page 9
- “Task Five: Configure ZENworks NDS Objects” on page 11
- “Task Six: Import Workstations for Non-NDS Users into the ManageWise Database” on page 12
- “Task Seven: Import NDS Workstations into the ManageWise Database” on page 13
- “Task Eight: Update the ManageWise Console to Allow it to Control ZENworks Workstations” on page 15

Note that workstation users are required to log in to the network at different points during the installation process in order to fully configure the Workstation Management functionality in ZENworks and ManageWise.

## Prerequisites

It is important that you meet the system requirements and installation prerequisites for both ZENworks 2 and ManageWise 2.6.

Information about ZENworks 2 system requirements and installation prerequisites can be found in the *Installation and Upgrade Guide* available on the ZENworks 2 product CD during installation or in .PDF format at the ZENworks 2 documentation web site. You can view this guide from an Adobe Acrobat\* viewer. Click the *ZENworks Installation and Upgrade Guide* link at

**[www.novell.com/documentation/lg/zen2/docui/index.html](http://www.novell.com/documentation/lg/zen2/docui/index.html)**

Information about ManageWise 2.6 system requirements and installation prerequisites can be found in the *Installing ManageWise 2.6 Quick Start*, available in .PDF format at the ManageWise 2.6 documentation web site. Click the *Installation Card* link at

**[www.novell.com/documentation/mw26.html](http://www.novell.com/documentation/mw26.html)**

## Task One: Install the ZENworks Client on Your Administration Workstation

It is recommended, though not required, that for the first-time integration of ZENworks and ManageWise, you install the two products from a single workstation. Use the following steps to install the applicable Novell Client™ on your administration workstation (also called a console):

- 1. Insert the ZENworks 2 CD into the CD drive of the administration workstation to launch the ZENworks setup program.**
- 2. Select a language, then select the Novell Client for Windows 95/ Windows 98 or the Client for Windows NT to install on your administration console.**
- 3. You will be prompted to restart your machine after installing the client. Restart and connect to the NetWare server where you plan to install server components.**

## Task Two: Install the ManageWise Software

1. **Verify that your machines meet the system requirements for ManageWise software.**
2. **Insert the ManageWise CD into the CD drive of the administration workstation.**

The installation program launches and a list of links display, including access to documentation and setup programs.

3. **(Optional) Click the Readme First link and read the ManageWise README.TXT file.**
4. **Click the Install ManageWise 2.6 link to begin the ManageWise installation.**
5. **If this is the first installation of ManageWise on your network, click Continue.**

Or

If you are upgrading or reinstalling the ManageWise software, unload the ManageWise NLM™ programs running on the target server before continuing with installation.

**Hint** Online help is available for the setup program if you click Help or press F1.

6. **Click Setup ManageWise > Continue.**

The Add License option is provided for users to increase the license count from a ManageWise 2.6 License diskette.

7. **Select a server from the list to install the ManageWise server components > click Continue.**

Or

Click Network to log in to a server not shown in the list.

**Hint** You must have Admin rights to the server where you are installing ManageWise. You must also ensure that you have unloaded the ManageWise NLM programs from the target server.

8. **Insert your License diskette when instructed. Follow the instructions provided in the dialog box and continue.**

9. **Click Full Install > Continue > follow the prompts until you reach the page with the Post Install Setup button.**
10. **Click Post Install Setup to review the Post Install help file (which contains information on configuring ManageWise), and then close the file.**

Hint Information on configuring and using ManageWise is available from the ManageWise documentation and online help system. For details about viewing the documentation or installing it on a workstation or server volume, refer to the *Installing the ManageWise Software* section of the *ManageWise Installation* card. The card is available on the product CD or it is viewable in .PDF format at the ManageWise documentation web site at

**[www.novell.com/documentation/mw26.html](http://www.novell.com/documentation/mw26.html)**

11. **Click Done to complete the installation.**

Hint The ManageWise server and console need to be restarted after completing the installation process.

12. **Click the Windows Start menu > Programs > ManageWise > ManageWise Console to launch the ManageWise Console.**

## Task Three: Install ZENworks Software

Complete the following steps to install ZENworks on the network:

1. **Insert the ZENworks CD into the CD drive of the administration workstation to launch the ZENworks setup program.**
2. **Select the appropriate language > click ZENworks > Install ZENworks.**

If the CD does not run automatically, launch WINSETUP.EXE manually from the root of the CD.

3. **Continue with the installation until you get to the Setup Type dialog box > select the Custom option > click Next.**
4. **Check Copy Clients to the Network > ensure that all other options are checked > click Next.**
5. **Select all options from the components list > click Next.**

6. **Select the server(s) from the list where you intend to install ZENworks > click Next.**

**Hint** You should install ZENworks on servers where User objects reside or on servers to which users authenticate.

7. **Ensure that the appropriate language is selected > click Next.**
8. **To accept the configuration options you have chosen, click Next.**
9. **From the ZENworks Auto Registration dialog, enter a context to grant rights to all users in that context.**

For ZENworks to create workstation objects in NDS, users of those workstations must be granted appropriate rights (ability to write a workstation registration entry to their container). The default context is [Root].

If you choose not to grant rights now, you may do it later by selecting Prepare Workstation Registration from the Tools -Workstation Utilities menu in NetWare Administrator or by running the auto registration utility found in SYS:\PUBLIC\WIN32\WSRIGHTS.EXE.

10. **Click OK twice to complete the installation.**

## Task Four: Upgrade the End User Workstations

If end users are to take advantage of the new ZENworks 2 features, their workstations must be upgraded with the new Novell Client and the new Remote Management Agent that ship with ZENworks 2. The most convenient way to deploy these programs is to run the appropriate Novell Client installation.

**Important** During the installation of the Novell Client for Windows 95/98, you can click the Custom option and then click Remote Management to deploy the Remote Management Agent while you install the client. Do not use this method when you install the Novell Client for Windows NT. For more information about deploying the Remote Management Agent, see "Install or Upgrade the Remote Management Agent" on page 11.

This section contains information about both upgrading your current Novell Client and about installing or upgrading the Remote Management Agent.

## Upgrade the Novell Client

If a Novell Client has been installed previously on your workstations, you have two options for upgrading your clients.

- Option 1: Use the Application Explorer to distribute the client software. For more information, click the *Application Distribution* link at the ZENworks documentation web site at

**[www.novell.com/documentation/lg/zen2/docui/index.html](http://www.novell.com/documentation/lg/zen2/docui/index.html)**

- Option 2: Use the Automatic Client Upgrade (ACU) to install the Novell Clients that ship with ZENworks. For more information about the clients, click the *Client Documentation* link available in the Novell Client installation screens of the ZENworks 2 product CD.

If you choose to upgrade your clients using the ACU method and you follow the instructions in the client documentation, you will be prompted to modify the container or system login script(s) to enable the ACU process. A sample script is provided below.

---

```
IF ACCESS_SERVER = "1" THEN GOTO EXIT

IF "WNT" = "%PLATFORM" THEN BEGIN

@\\<servername>\sys\public\client\winnt\i386\SETUPNW /ACU /U

END

IF "W95" = "%PLATFORM" THEN BEGIN

@\\<servername>\SYS\PUBLIC\CLIENT\WIN95\IBM_ENU\SETUP /ACU

END

END

EXIT:
```

---

During the login process, the ACCESS\_SERVER variable checks the location from which the user is logging in. If the value of the variable is "1," dial-in users are filtered out and the client is not automatically upgraded. (The client upgrade takes a significant amount of time to load.) If the value of the variable is "0," the script continues with the client upgrade.

You can use this sample in your login script after you revise the server, volume, and path information in the login script.



## Install or Upgrade the Remote Management Agent

**Hint** If you have already used the Novell Client for Windows 95/98 Custom installation to deploy the Remote Management Agent, you can skip the information in this section.

If you need to deploy the ZENworks 2 Remote Management Agent after the Novell Client is already installed, you can use the following Application objects to distribute it to user workstations:

- For Windows NT workstations, use the RemoteNT- ZEN 2 Application object.
- For Windows 95 or Windows 98 workstations, use the Remote9X- ZEN 2 Application object.
- For Windows 3.x workstations, use the Remote16- ZEN 2 Application object.

For more information about distributing applications, click the *Application Distribution* link at the ZENworks 2 documentation web site at

**[www.novell.com/documentation/lg/zen2/docui/index.html](http://www.novell.com/documentation/lg/zen2/docui/index.html)**

## Task Five: Configure ZENworks NDS Objects

Use NetWare Administrator (NWADMN32.EXE) to create NDS objects and to complete other required setup tasks before you use ZENworks to manage workstations. You can create a shortcut to the program in the SYS:\PUBLIC\WIN32 directory and place it on your desktop.

The following steps are explained in more detail in the *Installation and Setup Tasks* section of the *ZENworks Installation and Upgrade Guide*, available on the ZENworks CD.

- 1. Create a User Policy Package and enable the Workstation Import Policy.**
- 2. Register workstations in your NDS tree.**
- 3. Import the registered workstations.**
- 4. Complete the workstation registration.**

For more information, you can also click the *ZENworks Installation and Upgrade Guide* link at the ZENworks documentation web site at

[www.novell.com/documentation/lg/zen2/docui/index.html](http://www.novell.com/documentation/lg/zen2/docui/index.html)

## **Task Six: Import Workstations for Non-NDS Users into the ManageWise Database**

Workstations that do not have Workstation objects in NDS (non-NDS workstations) can be imported into the ManageWise database and managed from the ManageWise Console.

Non-NDS workstations are imported automatically by the ManageWise Inventory Scan system.

Complete the following steps to set up the Client Configuration Inventory Scan system to import non-NDS workstations into the ManageWise database:

- 1. Run NetWare Administrator.**

You should see a new Group object called MANAGEWISEGROUP in the NDS container where the ManageWise server resides.

- 2. Open MANAGEWISEGROUP > add all bindery users (non-NDS users) to the Group object > click OK.**

When a user added to the group connects to the ManageWise server, the login script runs the ManageWise Client Configuration utilities on the user's workstation. This includes adding the ManageWise Remote Control Agent, running the inventory scanner, and installing virus protection.

For detailed information on inventory scanner options, refer to the *Setup Guide* and *Desktop Management Guide* on the ManageWise product CD.

## Task Seven: Import NDS Workstations into the ManageWise Database

There are several ways of importing ZENworks Workstation objects into the ManageWise database. Two options are described here.

- Use Application Object Template (AOT) files to run the Inventory scanner
- Use the Container login script to import Workstation objects

### Option 1: Use Application Object Templates to Run the Inventory Scanner

Two Application Object Template (AOT) files are available to help you integrate ZENworks 2 and ManageWise 2.6. These AOT files are designed to run the ManageWise Inventory scanner on a workstation, enabling it to be remotely controlled from the ManageWise Console.

- The MWINV9X.AOT file runs the ManageWise Inventory scanner for Windows 95/98 workstations. In order for this application object to work, you must change the value of the SERVER\_NAME macro from "NeedMWServerNameHere" to the name of your ManageWise Database Server.
- The MWINVNT.AOT file runs the ManageWise Inventory scanner for Windows NT workstations. In order for this application object to work, you must change the value of the SERVER\_NAME macro from "NeedMWServerNameHere" to the name of your ManageWise Database Server. You must also change the value of the IP\_ADDRESS macro from 0.0.0.0 to the IP address of your ManageWise Database server.

These files are available for downloading from the ZENworks Cool Solutions web site at

**[www.novell.com/cool solutions/zenworks/index.html](http://www.novell.com/cool solutions/zenworks/index.html)**

You should download the appropriate AOT file to an accessible location on your ZENworks server. To find more information about creating Application objects and associating them with users or workstations, click the *Application Distribution* link at the ZENworks 2 documentation web site at

**[www.novell.com/documentation/lg/zen2/docui/index.html](http://www.novell.com/documentation/lg/zen2/docui/index.html)**

Whether you are creating a new AOT file or modifying MWINVXX.AOT, the AOT file needs to be configured to launch the appropriate inventory scanner and send the inventory data to the ManageWise server. The inventory scanner programs are located in the MW\LDT directory on the \SYS: volume of the ManageWise server. The inventory scanner programs that apply to ZENworks workstations include

- WLDISCAN.EXE for Windows 3.x, Windows 95, and Windows 98
- LDISCNNT.EXE for Windows NT 4.0

To send the inventory scan data to the ManageWise Inventory server, you need to add the following command line option:

**/S=<ManageWise Server Name>**

For detailed information on other options available for use with the ManageWise Inventory Scanner programs, refer to the *Setup Guide* and *Desktop Management Guide* on the ManageWise product CD or click the *View Manuals* link at the ManageWise documentation web site at

**[www.novell.com/documentation/mw26.html](http://www.novell.com/documentation/mw26.html)**

## **Option 2: Using the Container Login Script**

- 1. Create a Group object for NDS users in the same container as the ManageWise server object.**

The sample script in the next step refers to the ZENWORKSGROUP Group object. You can create a user group of the same name or devise naming conventions of your own. If you use your own naming convention, modify the script to locate the Group object you created.

Similarly, a ManageWise Group object is automatically created for non-NDS users during the ManageWise installation. For more information, see “Task Six: Import Workstations for Non-NDS Users into the ManageWise Database” on page 12.

- 2. Open the container login script and add command lines to launch the ManageWise Inventory scanner programs at login.**

The command lines added to the container login script should be similar to the following:

---

```
IF MEMBER OF "ZENWORKSGROUP" THEN

IF "WNT" = "%PLATFORM" THEN BEGIN

@\\<managewise server name>\sys\mw\ldt\ldiscnt /NTT<ip address of
managewise server> /S="<MANAGEWISE SERVER NAME>" /V /i=\\<MANAGEWISE SERVER
NAME>\SYS\MW\LDT\ldappl.ini

END

IF "W95" = "%PLATFORM" THEN BEGIN

@\\<managewise server name>\sys\mw\ldt\wldiscan /S="<MANAGEWISE SERVER
NAME>" /V /i=\\<MANAGEWISE SERVER NAME>\SYS\MW\LDT\ldappl.ini

END

END

EXIT:
```

---

This sample is for use in a TCP/IP environment. For configuring in an IPX™ environment and other command line options, refer to the *Desktop Management Guide* on the ManageWise product CD.

### 3. Click OK to save the login script.

The next time a ZENworks user connects to the network, the Workstation object associated to that user will be imported into the ManageWise database.

## Task Eight: Update the ManageWise Console to Allow it to Control ZENworks Workstations

Before you try to remotely manage a ZENworks workstation, you need to update the ManageWise Console to enable it to communicate with the new ZENworks 2 Remote Management Agent while retaining its ability to remotely control ManageWise workstations. The MW26CONSOLEUPDATE.AOT file is designed to install ZENworks 2 Remote Management Console files over the top of ManageWise 2.6 Remote Control Console files. The AOT will work only if you have previously installed the ManageWise Console to C:\MW and you have not moved or deleted any of the ZENworks files on the server.

To set up this Application object

### 1. Start NetWare Administrator and create a new Application object.

2. **From the Create Application Object wizard, click Create an Application Object With an .AOT/.AXT File > Next.**
3. **Browse to the \AOT\MW26CONSOLEUPDATE folder located on the ZENworks 2 CD > click Next.**
4. **Verify the Object Name, Source Path, and Target Path for the object > click Next.**
5. **Review the information about the Application object > click Display Details After Creation > Finish.**
6. **Associate the administrative users (those who will be remotely controlling target workstations) to the Application object > specify where the application object is to be displayed on the user's workstation.**

For more information about associating an Application object and making it available to users, click the *Application Distribution* link at the ZENworks documentation web site at

**[www.novell.com/documentation/lg/zen2/docui/index.html](http://www.novell.com/documentation/lg/zen2/docui/index.html)**

Note Another DLL is available that can enable the ZENworks Remote Management functions of File Transfer and Chat from the ManageWise Console. For more information or to download this DLL, see the ZENworks Cool Solutions web site at

**[www.novell.com/cool solutions/zenworks/index.html](http://www.novell.com/cool solutions/zenworks/index.html)**

# Troubleshooting

## Controlling ManageWise in a Pure IP Environment (TID 2946917)

If you chose the IP Only option when you installed the Novell Client that ships with ZENworks 2, you will be using ManageWise in a pure IP environment.

To control ManageWise in this situation, log in as a member of the MANAGEWISEGROUP using a Windows 98 PC running the Novell Client. There are two possible results

- If WUSER.EXE is loaded in the target workstation (Windows 98) with WUSER.INI specifying protocol=ipx, Remote Control works from the ManageWise 2.6 Console.
- If WUSER.EXE is loaded in the target workstation (Windows 98) with WUSER.INI specifying protocol=ip, Remote Control doesn't work from the ManageWise 2.6 Console. Even though the Viewing window appears in the ManageWise Console, a couple of smaller windows are displayed. One of the windows reads

```
Status History FindSlot:VerifyConnection Failed --  
Terminating Connection.
```

The other window reads

```
Desktop Accessor Connection with the user has failed.  
OK
```

## Running WINSCAN.EXE on a Novell Client Configured for IP Only (TID 2948375)

To run WINSCAN.EXE on a workstation with the Novell Client installed when the IP Only selection was checked during client installation, use the following command:

```
WINSCAN.EXE /S=<IP Address> /P=IP
```

In this command, replace <IP Address> with the IP address of the server where the inventory is to be sent.

## System Messages

If you receive error messages regarding remote control and access rights, the following section should help you.

### Problem

Cannot remotely control from NetWare Administrator.

#### Message

Unable to get the workstation address. The Console user does not have the permission to remotely control the workstation.

#### Possible Causes

Either you do not have rights to the Workstation object or the Workstation object DN is changed in NDS.

#### Action

Run WSREGxx.EXE (register the workstation again).

#### Message

This agent is not compatible with ZENworks. Please install a ZENworks Remote Management Agent.

#### Possible Cause

You may be running the agent provided with ManageWise 2.6.

#### Action

Use the agent installed with ZENworks to use remote control in NetWare Administrator.



## Message

Insufficient access rights. Make sure that the Remote Control policy exists for the Workstation user on the target workstation and that remote control is enabled.

## Explanation

The Workstation object or the user who is logged in to the workstation has denied you remote control access to the workstation. The settings are found in the Workstation or User object or in the Policy Packages associated with these objects. The default setting is to disable the remote control.

## Action

Check the Workstation and User object settings.

## Problem

Cannot remotely control ZENworks workstation from the ManageWise Console.

## Message

Unable to get the workstation address. The Console user does not have permission to remotely control the workstation.

## Possible Causes

- You have not authenticated to the server where the ZENworks workstation resides.
- You do not have rights for the Workstation object.
- The Distinguished Name for the Workstation object is changed in NDS.

## Action

Run WSREGxx.EXE (register the workstation again) and then re-scan the workstation for the correct workstation inventory information. Refer to the *ManageWise Desktop Management Guide* for information.

## **Message**

Insufficient access rights. Make sure that the Remote Control policy exists for the Workstation user on the target workstation and that remote control is enabled.

## **Explanation**

The Workstation object or the user who is logged in to the workstation has denied you remote control access to the workstation. The settings are found in the Workstation or User object or in the Policy Packages associated with these objects. The default setting is to disable the remote control.

## **Action**

Check the Workstation and User object settings.