Installing and Using Z.E.N.works 1.1

Z.E.N.works™ is a desktop management tool powered by NDS that lets you deliver and manage applications, configure Windows* desktops, and remotely repair workstation software problems using NDS™.

PREREQUISITES

❏ NetWare® 4.11 or later

❏ 40 MB of available memory and 175 MB of available disk space on the sys volume of the NetWare server

❏ Admin rights to the NetWare server where you install Z.E.N.works

❏ Admin rights to the NDS container where you install Z.E.N.works

❏ Rights to modify the schema of the NDS tree in which you are installing Z.E.N.works

PRODUCT DOCUMENTATION

To view comprehensive overview and procedural information from the CD-ROM without installing Z.E.N.works, click Z.E.N.works > View Documentation.

To view the documentation once NetWare Administrator 32 and Z.E.N.works are installed, select Z.E.N.works from the NetWare Administrator Help Topics.

For guidelines on designing NDS for Z.E.N.works, see the Planning Z.E.N.works section of the help file.

To view Z.E.N.works overview information or Novell® Client™ documentation directly from the CD-ROM, browse to the novdocs directory and double-click viewdoc.exe.

To view the Z.E.N.works home page on the Web, go to http://www.novell.com/coolsolutions/zenworks.

NDS OBJECTS UNIQUE TO Z.E.N.WORKS

The power of Z.E.N.works lies in its use of new NDS objects (Workstation, Workstation Group, and Policy Package objects), and existing NDS objects (User, Group, Organization, Organizational Unit, and Application objects).

Workstation objects are created when you register and import workstations in your NDS tree. They represent physical workstations and allow you to manage the applications and desktop configurations of Windows workstations from your office. The Workstation object allows you to gather workstation inventory and remotely control the workstation as needed.

The Workstation Group object is an object that allows you to manage a group of workstations as if they were one machine, just as the Group object allows you to manage a group of users as if they were one user.

Policy Packages contain one or more policies regarding workstation management (such as Workstation Import

Policy and Remote Control Policy) that have been packaged together according to the types of objects with which they can be associated.

Note: Policies (which are required for using most of the Z.E.N.works features) are new NDS objects that can only be created and managed by first creating Policy Packages.

- The Container Package contains policies that are only associated with container objects (such as Organization [O] or Organizational Unit [OU]).

- The User Policy Packages contain policies that can be associated with User, Group, and container (such as O or OU) objects.

- The Workstation Policy Packages contain policies that can be associated with Workstation, Workstation Group, and container (such as O or OU) objects.

Once you enable one or more policies in a User Policy Package, all Users—and Users within Groups or containers— associated with the Policy Package will be affected by the enabled policies in the package.

Similarly, once you enable one or more policies in a Workstation Policy Package, all Workstations–and Workstations within Workstation Groups or containers– associated with the Policy Package will be affected by the enabled policies in the package.

You can also create a Policy Package and associate it with a single User or Workstation object in the same container.

Effective policies are collective. In the absence of an effective policy at the User or Workstation level, the system simply looks up the tree for one.

INSTALLING AND SETTING UP Z.E.N.WORKS

1. From a Windows 95 or Windows NT workstation, log in to the NDS tree as Admin (or Admin equivalent).

2. Insert the Novell Clients and Z.E.N.works 1.1 CD-ROM.

3. When the auto-start installation screen appears, click Z.E.N.works > Install Z.E.N.works.

4. Continue with the installation, following the instructions provided in the dialog boxes.

5. After the Z.E.N.works installation is complete, upgrade your clients with new Novell Client software by reinserting the CD-ROM, by running WINSETUP again, or by using the Automatic Client Upgrade (ACU) feature to globally distribute updates to the client. For more on ACU, see the client installation documentation on the CD-ROM.

6. Set up Z.E.N.works administrative workstations by creating (or updating) a shortcut on each workstation that points to NetWare Administrator 32 (nwadmn32.exe) in sys\public\win32 on the NetWare server.

   The NWAdmin32 Application object is created when you install Z.E.N.works. How to distribute the Application object automatically using the Application Launcher is explained later in this document (in *"Prepare to Distribute an Application"* on page 5). .

   To take advantage of all the features of Z.E.N.works, you should use NetWare Administrator 32. However, you can use older versions of NetWare Administrator by modifying the

workstation registry. To do so, double-click zenfull.reg, which is located in the same directory on the NetWare server as NetWare Administrator. For more information, see "Workstation Registration Overview" in the Z.E.N.works online help.

PREPARING TO USE Z.E.N.WORKS

After installation, in order to use Z.E.N.works, you must

1. Create a User Policy Package and enable the Workstation Import Policy

2. Register workstations in your tree

3. Import the registered workstations

4. Complete workstation registration in your tree

For instructions on how to complete these items, see the next four sections.

CREATE A USER POLICY PACKAGE AND ENABLE WORKSTATION IMPORT

A User Policy Package is usually associated with a group or container, so it will allow you to specify where registered workstations will be created and how they will be named for a group or container.

1. Launch Nwadmn32 (the .exe you created a shortcut for in sys:\public\win32) and select the Organization or Organizational Unit where you want to store Z.E.N.works policy packages.

2. Right-click the Organization or Organizational Unit object and then choose Create > Policy Packages > OK.

3. In the Policy Package Wizard, choose one of the User Packages, and then choose Next.

Choose the User Policy Package that corresponds to your users' operating systems. For example, if you need to support one or more users using Windows 95 workstations, choose WIN95-98 User Package.

4. Give the User Policy Package a name (or accept the default), select the location where you want the Policy Package, and then click Next.

5. From the Policies list, check Workstation Import Policy, and then click Details.

Note: If a check box does not display next to the policy, you probably have an outdated version of comctl32.exe. See the Z.E.N.works readme.txt file for troubleshooting ideas.

Note: You can also check or modify other policies in the list at this time. However, you will be prompted to make additional modifications later in this document in *"Prepare to Remotely Control Workstations"* on page 7 and *"Set Up a Help Desk Policy and Help Request System"* on page 8.

6. Select the Workstation Location page, and then select the container where you want Workstation objects to be created.

If you want Workstation objects in the same location as the User objects, then accept the default User Container.

If you want to change the location, select Selected Container and browse for a location.

7. Select the Workstation Naming page, select how you want the workstations named, and then click OK.

The Workstation objects will be named according to the items in the list, which you can modify (add, remove, or reorder). If you accept the default, then your Workstation objects will be named according to these rules:

● Windows 95, Windows 98, or Windows NT Workstation objects are named using a composite of the Computer name and Network Address (Computer + Network Address).

● Windows 3.1 Workstation objects are named using a composite of the logged-in user's Username and Network Address (User + Network Address).

8. Choose Next, add associations to the list, and then choose Next again.

Associate this policy package with User objects, Group objects, or container of User objects whose workstations you want to manage with this Policy Package. All User objects—and User objects within Group objects or containers—associated with a Policy Package will be affected by the enabled policies in the package.

By default, the Organization or Organizational Unit object you selected in Step 1 is the only object in the list, but it can be removed from the list.

9. View the summary, and then choose Finish to create this Policy Package as specified.

REGISTER WORKSTATIONS

Registering a workstation is the initial step in getting the workstation recognized in NDS. When a workstation registers with NDS, it is placed on a list of workstations waiting to be imported.

If you have installed the latest clients, workstation registration is completed automatically each time a user logs in. A scheduler on each workstation runs the necessary registration file (wsreg32 or wsreg16). If you want to run this manually or place it in a login script, see "Set Up Workstations for Z.E.N.works" in the Z.E.N.works help file for more instruction.

The registration file creates a Workstation entry in the Workstation Registration page (in NetWare Administrator) of the user's container.

IMPORT THE REGISTERED WORKSTATIONS

A workstation must be imported before you can begin to enable most Z.E.N.works features, such as Remote Control and Workstation Inventory. The first time a workstation is imported into NDS is the first time its corresponding Workstation object will be displayed in the tree.

1. Launch Nwadmn32 and select the container in which the User objects whose workstations you want to import reside. Then click Details.

The container must be associated (either directly or indirectly) with the User Policy Package you created previously.

Note: The User objects need to be affected by the Workstation Import Policy you enabled previously. This will happen automatically for all objects associated (either directly or indirectly) with the Policy Package containing the enabled policy.

2. Select the Workstation Registration page.

3. Select the registered workstations that you want to import, and then click Import.

The import is complete at this point and the Workstation object is displayed in the tree.

4. Click OK.

5. View the Workstation objects in the tree.

   5a. Collapse the container and then open it again to refresh the list.

   5b. View the workstations that you imported in Step 3.

   The Workstation objects are created in the context specified in the Workstation Import policy of the User Policy Package.

COMPLETE WORKSTATION REGISTRATION IN YOUR TREE

You won't be able to update the workstation successfully until you register the workstation again. This allows the workstation to synchronize with NDS and finally makes all associations to the workstation effective.

Once a workstation has been imported, each time it registers (runs the Workstation Registration program wsregxx.exe) it updates the information in its corresponding Workstation object.

1. Register workstations again by having your users log out and then log in again.

Note: If you are using the new Windows 95 or 3.1 clients, the workstations register automatically each time a user logs in. If you are using the new Windows NT client, the workstations could register sooner (depending on how registration is set up in each workstation's scheduler).

USING Z.E.N.WORKS

Several features showcase the power of Z.E.N.works. Here are a few to get you started.

Prepare to Distribute an Application

Several Application objects , such as NWAdmin32, are created during the Z.E.N.works installation and are placed in the same container as the Server object that you have installed to.

Although you can create custom Application objects to distribute, in this scenario we will prepare to distribute NWAdmin32 using the Application Explorer.

The Application Explorer (nalexpld.exe) is software that runs on users' Windows 95 or Windows NT 4.0 workstations and displays the applications that you distribute.

Note: Application Explorer does not work on Windows 3.*x* machines. Instead, the Application Launcher (nal.exe), which also distributes applications, is used.

Running Application Explorer is a matter of adding the appropriate command to a User or Organizational Unit object's login script.

To make Application Explorer available to users, do the following:

1. Ensure that nalexpld.exe (or nal.exe) is in a network directory (such as sys:\public) where users have rights and access.

2. In the tree, right-click a User or Organizational Unit (OU) object, choose Details, and then select the Login Script page.

3. Add the following text to the User

or Organizational Unit object's login script:

```
REM ***Setting Up
   Application Explorer
   and Application
   Launcher

REM === This will start
   the Application
   Launcher at Windows
   3.x login

if PLATFORM = "WIN" then


   @\\servername\sys\publ
   ic\nal.exe

end

REM === This will start
   the Application
   Explorer at Windows 95
   login

if PLATFORM = "W95" then


   @\\servername\sys\publ
   ic\nalexpld.exe

end

REM === This will start
   the Application
   Explorer at Windows NT
   4.0 login

REM === If not NT Version
   4.0 Application
   Launcher will start at
   login

if PLATFORM = "WNT" then

         if
   os_version="v4.00"
   then
```

```
   @\\servername\sys\publ
   ic\nalexpld.exe

         else


   @\\servername\sys\publ
   ic\nal.exe

         end

   end
```

4. Choose OK.

5. Have the users log in (or log out and log in, if already logged in).

   The Application Explorer is now delivered to the users' workstations.

Distribute an Application

Once you have prepared to distribute an application, you can distribute applications to Windows workstations remotely by completing these steps.

Note: This example uses NWAdmin32, but you can distribute any Application object.

1. Select the container, Group, or User object to whom you want to distribute an application.

2. Right-click the object, and then click Details.

3. Select the Applications page, and then click Add.

4. Browse to the container where the server resides.

5. Select NWAdmin32, and then click OK.

6. Check the options that you want

enabled for the Application object (such as Force Run or Start Menu), and then click OK.

7. Reboot the workstation to distribute the application.

Prepare to Remotely Control Workstations

You can solve user software problems without visiting the workstation. Use the following steps to set up remote control administration and to install remote control agents on the clients.

1. Locate the User Policy Package you created and associated earlier

   Or

   Click Create > Policy Packages > OK, and then create a Workstation Policy Package and associate it either directly or indirectly to the workstation you want to control remotely.

   Hint: To remotely control all workstations associated with specific users, create a User Policy Package. All User objects—and User objects within Group objects or containers—associated with the User Policy Package will be affected by the enabled policies in the package.

   Hint: To remotely control workstations regardless of users, create a Workstation Policy Package. All Workstation objects—and Workstation objects within Workstation Group objects or containers—associated with a Workstation Policy Package will be affected by the enabled policies in the package.

2. Right-click the Policy Package and click Details.

3. Check Remote Control Policy, and then click Details.

4. Select the Remote Control page, select the remote control settings you want, and then click OK.

5. Click OK again to save your selections.

6. Set up the remote control agents.

   Note: For detailed instruction, see "Set Up Remote Control Agents" in the online help.

   For Windows NT Clients, a remote control agent is installed and started on your Z.E.N.works Windows NT Clients automatically. No user intervention is required.

   For Windows 95 or Windows 3.1 Clients:

   a. Select a container object (like an O or OU) with workstations to which you want to distribute the remote control agent.

   b. Right-click the container, and then click Details.

   c. Select the Applications page.

   d. Click Add and then browse to the container where the server resides.

   e. Select Remote16 (or Remote32 for 32-bit clients), and then click OK.

   f. Set the Force Run option, and then click OK.

      This will start the remote control agent executable on the Windows 95 workstations in the selected container.

The workstations associated with the Policy Package (either directly or by association with an associated user) can be remotely controlled once the users log in.

7. Reboot the client workstation to synchronize it with the policy.

Remotely Control Workstations

Once you have prepared to remotely control workstations, use the following steps to initiate and end an NDS-authenticated remote control session.

1. Using NetWare Administrator 32, highlight the Workstation object

    that you want to remotely control.

2. From the Tools menu, choose Remote Control Workstation.

3. To end the remote control session, double-click the dash (-) in the upper left-hand corner of the screen.

Set Up a Help Desk Policy and Help Request System

You can provide users with a system that helps them help you maintain their workstations. The system simplifies how they provide pertinent information to your Help Desk (using e-mail or the telephone). Use these steps to set up your Help Desk contact information and to distribute the supporting application (Help Requester) to users' workstations.

1. Using NetWare Administrator 32, locate a User Policy Package you created and associated earlier

    Or

    Click Create > ![icon] Policy Packages > OK to create and

associate a new User Policy Package.

All Users—and Users within Groups or containers—associated with the Policy Package will be affected by the enabled policies in the package.

2. Right-click the User Policy package and then click Details.

3. Check ![icon] Help Desk Policy to enable the policy and then click Details.

4. On the Information page, enter the appropriate information.

5. On the Configuration page, select the options you want and click OK to save your selections.

6. Distribute the Help Requester Application objects using Z.E.N.works Application Launcher.

    ![icon] HelpReq16 for Windows 3.1

    ![icon] HelpReq32 for Windows 95 or Windows NT

    For instructions, see *"Distribute an Application"* on page 6.

    Note: The Z.E.N.works installation creates several default Application objects and places them in the context where the administrator has logged in.

Now, when users have a problem, they can launch the Help Requester application from the Application Launcher window on their desktops. The Help Desk Policy defines how the application behaves on users' desktops.

Gather Workstation Inventory

You can place each workstation's inventory into NDS automatically for

tracking and troubleshooting purposes.

1. Using NetWare Administrator 32, either

   Locate a Workstation Policy Package you created and associated earlier

   OR

   Select Create > Policy Packages > OK, and then create and associate a new Workstation Policy Package.

   Note: All Workstations—and Workstations within Workstation Groups or containers—associated with the Policy Package will be affected by the enabled policies in the package.

2. Right-click the Workstation Policy Package, and then click Details.

3. Check Workstation Inventory to enable the policy, and then click Details.

4. Select Use This Policy Schedule.

5. In the Policy Schedule field, select Event.

6. In the Run this Policy When the Following Event Happens field, select User Login.

7. Click OK.

8. Reboot the client workstation.

   When the agent runs as scheduled, the information will be sent to the Workstation object's Workstation Inventory page.

9. In NetWare Administrator 32,

   a. Right-click the Workstation you have scheduled for inventory.

   b. Choose Details > Workstation Inventory page.

   c. View the workstation's inventory.