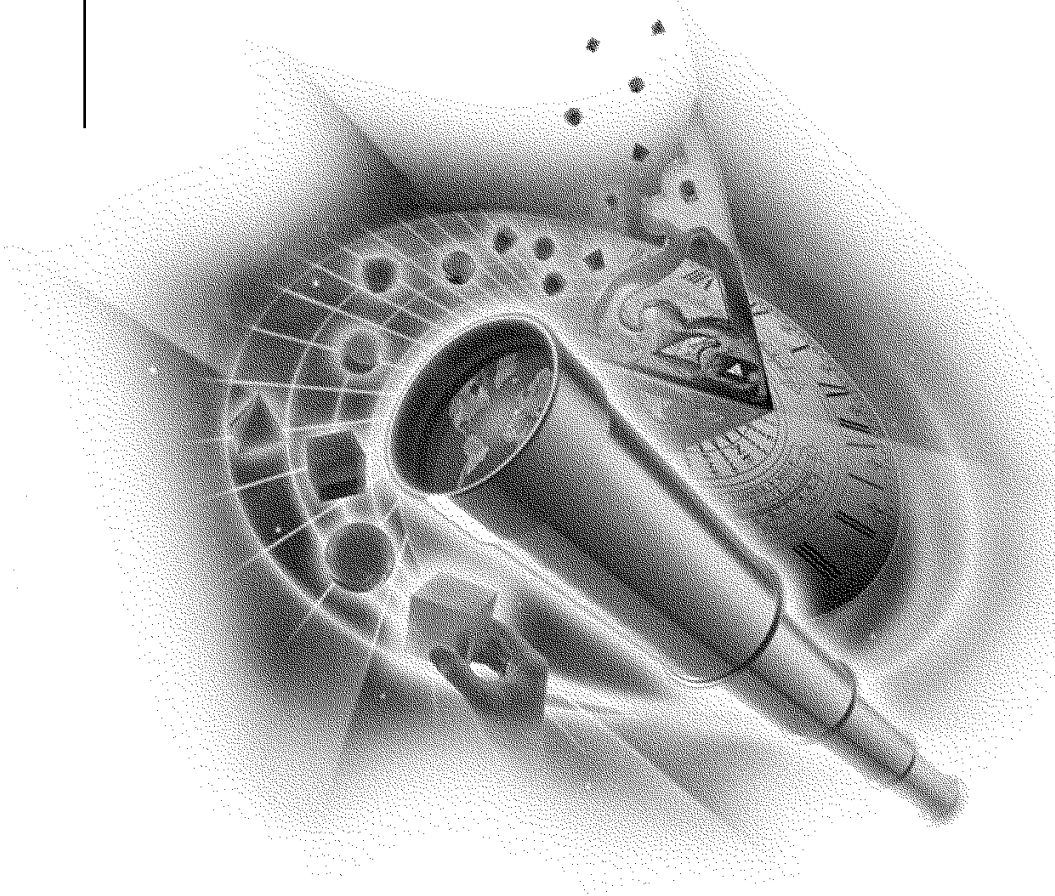


Installation and Upgrade Guide



Novell®

ZENworks™ 2
DESKTOP MANAGEMENT SOFTWARE POWERED BY NDS

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Introduction

About This Guide

This guide provides users with a quick solution for installing ZENworks™ 2 with some of its basic and most popular functionality. The guide is also available on the ZENworks 2 CD in .PDF file format and is viewable from an Adobe Acrobat* viewer. The .PDF file can be accessed during the ZENworks installation or by browsing the product CD.

Chapter 1: Installing ZENworks 2 contains information for the network administrator who is performing an installation for the first time on a test system. Beyond the basic install process, the chapter has information about setting up some commonly used components of ZENworks.

Chapter 2: Upgrading to ZENworks 2 provides information that administrators may be interested in if they are upgrading from an older version of ZENworks.

This guide is not intended to be comprehensive. You may access additional, more detailed information from the following sources:

- ZENworks Online Help

Help is available from the administrator's workstation or from the user's desktop whenever a Help button is accessible from a ZENworks, Novell® Client™, Help Requester, or Application Launcher interface. The help may be generated from Windows* Help (32- or 16-bit help files) or from JavaHelp (for the Reporting, Inventory, and some Java*-based Remote Management components such as File Transfer and Chat).

Some critical tasks are also documented in online help. Other, more detailed, conceptual documentation can be found on the Internet. This information is referenced with active links from help that launch a web browser to access the contents page of that information.

- Documentation on the Internet

The most current ZENworks documentation is found at the ZENworks 2 documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

Web-based product documentation from Novell is designed to include more detail and conceptual information about the product than does online help.

- ZENworks Cool Solutions

You will find feature articles, questions and answers, tips of the week, links to specific Novell Support TIDs, and more about ZENworks on the Internet at the ZENworks Cool Solutions web site maintained by Novell Electronic Marketing at

www.novell.com/coolsolutions/zenworks

The site is periodically updated with current product issues. It also provides a searchable archive that contains information you can use for making the most of your ZENworks investment.

1 **Installing ZENworks 2**

Introduction

This chapter includes information that will help you to prepare a test installation of ZENworks™ 2. It includes instructions for installing from the product CD and setting up some of the most popular functionality of ZENworks, including Remote Control, Help Request System, and Hardware and Software Inventory.

This information and the more detailed information located at the ZENworks online documentation site should help you to more fully understand ZENworks and adapt it to the needs of your network users. You will find the web-based documentation at

www.novell.com/documentation/lg/zen2/docui/index.html

System Requirements

Novell® software on the NetWare® server where you install ZENworks 2 must meet the following requirements:

NetWare	Minimum: NetWare 4.11 with Support Pack 6 Recommended: NetWare 5 with Support Pack 2
NDS™	Recommended: Version 6.x or higher
NetWare Administrator	Minimum: NWADMNNT or NWADMN95 Recommended: NWADMN32 for full functionality Not Supported: ConsoleOne™
Novell Client™	Minimum: ZENworks 1.1 Client Recommended: ZENworks 2 Client for full functionality

ZENworks 2 requires the following minimum amount of disk space and RAM for full functionality:

Resource	Min. Disk Space	Min. Memory
User Workstation; complete ZENworks installation	5 MB	A Pentium* (or higher) personal computer, 25 MHz, 16 MB of RAM
ZENworks Server without Inventory Database Installed	160 MB	NetWare 4.11 servers: 64 MB minimum, 7 MB free NetWare 4.2 servers: 64 MB minimum, 7 MB free NetWare 5.x servers: 128 MB minimum, 7 MB free
ZENworks Server with Inventory Database Installed	220 MB; database will expand	128 MB minimum on NetWare 4.11 or 5.x servers, 40 MB free

Specific Requirements for Workstation Inventory

If you decide to install the Inventory feature of Workstation Management, the NetWare server must meet the following requirements:

- One of the following network operating systems installed:
 - NetWare 4.11 with Support Pack 6
 - NetWare 4.2
 - NetWare 5 with Support Pack 2
- Availability of a NetWare volume other than \SYS:
- Valid IP address and IP Services installed
- Java* Virtual Machine (JVM) installed
- Long namespace installed

Pre-Installation Tasks

There are a number of things that you need to check or do before you begin the ZENworks 2 installation.

- Establish Admin rights on the NetWare server where you are installing ZENworks 2 (this should be a locally accessible server, not a server accessed by users over a WAN).
- Establish Admin rights on the NDS container where you are installing ZENworks 2.
- Set rights to modify the schema of the NDS tree where you are installing ZENworks 2.
- Verify that the NDS replica ring of the NDS partition into which ZENworks will be installed is completely synchronized (ZENworks objects will be created in the same context as the server object to which the product is installed).
- Terminate all programs running from the \SYS:\PUBLIC directory on the target server.
- When you install ZENworks 2, it is possible to continue to use the ZENworks 1.1 inventory component rather than the new ZENworks 2 inventory component. If you want to do this, follow the inventory upgrade instructions as explained in “Workstation Management - Inventory Upgrade” on page 25 before you install ZENworks 2.
- If you want to export your ZENworks 1.1 inventory data before you upgrade to ZENworks 2, use the WMINVEX tool. For more information about this tool, see the *Workstation Inventory Extraction* topic in the ZENworks 1.1 online help.

Installation and Setup Tasks

To begin, you will perform the following tasks:

- Install the ZENworks 2 software and Novell Client software
- Associate a software application
- Distribute an application to a workstation

If you want to use extended ZENworks 2 functionality, you must complete additional setup tasks:

- Create a Policy Package
- Register workstations
- Enable workstation import
- Import registered workstations
- Complete workstation registration in NDS

When you complete these tasks, you can implement more ZENworks 2 features, some of which include the following:

- Manage workstations remotely
- Set up a Help Request system for workstations
- Collect workstation inventory

Install ZENworks 2 and Novell Client Software

Use the following steps to install ZENworks 2 from the product CD to a NetWare server for the first time:

1. **From a Windows* 95, Windows 98, or Windows NT* workstation, log in to the NDS tree as the Admin user object (or equivalent).**
2. **Insert the ZENworks 2 CD > wait for the auto-install screen to appear > click the language you want to install > 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, following the instructions provided in the installation dialog boxes until the installation is complete.**

If you choose a Typical or Compact installation, the Novell Client software on the CD will not be copied to the server. If you want to upgrade your clients from the server, select Custom during the install and then select Copy Clients to Network.


Your workstation must have at least version 4.6 of the Windows NT Client or version 3.1 of the Windows 95/98 Client if you want to install Service Pack 1. For more information about Automatic Client Upgrade, click the *Novell Clients* link on the Novell documentation web site at

www.novell.com/documentation

4. **Create or update the shortcut that points to NetWare Administrator (NWADMN32.EXE) on every workstation where you plan to administer ZENworks 2.**

The program is located in the SYS:\PUBLIC\WIN32 directory of the server where you installed ZENworks 2. You can distribute this application icon through ZENworks 2 to the workstations. For more information, see “Distribute an Application to a Workstation” on page 7.

Associate a Software Application

Although several application objects  are created during the ZENworks 2 installation and are placed in the same container with the server object where you installed ZENworks 2, you can also create custom application objects for distribution. For more information about creating custom Application objects, click the *Application Distribution* link at the ZENworks 2 documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

Before you can distribute any application—even one created by default—you must associate it with the users or workstations where it will be distributed. For the purpose of this test, use these steps to associate the NWAdmin32 Application object with users.

- 1. From NetWare Administrator, select the Container, Group, Workstation, Workstation Group, or User object where you want to distribute the application > right-click this object > click Details.**

- 2. Click Applications > Add.**

You can choose to associate the NWAdmin32 object with a workstation or a user.

- 3. Browse until you find the NWAdmin32 Application object.**

The NWAdmin32 object resides in the same context as the Server object.

- 4. Double-click the NWAdmin32 icon.**

- 5. Check the boxes to indicate where you want the NWAdmin32 Application object icon to display > click OK.**

The NWAdmin32 object is now associated with a user or NDS container that you chose in Step 1.

Distribute an Application to a Workstation

These instructions will help you distribute NWADMIN32.EXE using Application Explorer (NALEXPLD.EXE) or Application Launcher (NAL.EXE). For more information about creating custom application objects, click the *Application Distribution* link at the ZENworks 2 documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

Application Explorer runs on a Windows 95, Windows 98, or Windows NT 4.0 workstation and displays the applications distributed from the server.

Application Explorer does not work on Windows 3.x machines. If any of your users have 16-bit machines, use NAL.EXE to distribute applications to them.

To make applications available to users

- 1. Make sure that NALEXPLD.EXE (or NAL.EXE) is in a network directory (for example, SYS:\PUBLIC) where users have rights and access.**
- 2. From NetWare Administrator, right-click a User or Organizational Unit (OU) object > click Details > Login Script.**

3. Add the following text to the 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\public\nal.exe
end
REM === This will start the Application Explorer at Windows 95 login
if PLATFORM = "W95" then
    #\\servername\sys\public\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\public\nalexpld.exe
    else
        #\\servername\sys\public\nal.exe
    end
end
end
```

4. Click OK.

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

Application Launcher (or Application Explorer) is now distributed to the users' workstations. The associated user or users who have had their login scripts edited will be able to access the NWAdmin32 object through Application Launcher at login time.

Register Workstations

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

If you installed the latest Novell Client, a scheduler program on each workstation runs the necessary registration file (WSREG32 or WSREG16) every time a user logs in. Running the process validates workstation registration and synchronizes it with NDS. You can also run the registration manually or call the registration file from the login script.


For more information about registering workstations, click the *Workstations* link at the ZENworks 2 documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

Enable Workstation Import

If a workstation has been properly registered, you can get it ready to import into your NDS tree by using the following steps:

- 1. Follow Steps 1-3 listed in “Create a Policy Package” on page 17. At Step 2, select a platform-specific User Policy Package.**
- 2. From the Policies list, check Workstation Import Policy > click Details.**
- 3. From the Workstation Location page, select the container where you want workstation objects to be created.**

If you want Workstation objects  to be located in the same location as the User objects, accept the default User container. If you want to change the location, select Selected Container > browse for a location.

- 4. Click Workstation Naming > select how you want the workstations to be named.**

The Workstation objects are named according to the items in the list, which you can modify (that is, add, remove, or reorder). If you accept the default, the 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.
- Windows 3.1 Workstation objects are named using a composite of the logged-in user's username and network address.

- 5. Click OK > Next > add or remove objects that you want associated with this Policy.**

This step associates the Policy Package with User objects, Group objects, or a container of User objects whose workstations you want to manage with this Policy Package.

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

- 6. Click Next > view the summary > click Finish to create the Policy Package as specified.**

The Policy Package now appears on the tree.

Import Registered Workstations

A workstation must be imported before you can begin to enable most ZENworks features, such as Remote Control or Workstation Inventory. When a workstation is imported into NDS for the first time, its corresponding Workstation object will be displayed in the tree.

- 1. Launch NetWare Administrator and select the container whose users you previously associated with the Policy Package > click Details > Workstation Registration.**
- 2. Select the registered workstations that you want to import > click Import.**

3. **When the workstations are imported, click Close > OK.**
4. **Verify that the Workstation objects were created in the tree by collapsing the container and then opening it again.**

The imported workstations were created in the context you specified in the Workstation Import Policy of the User Policy Package.

Complete Workstation Registration in NDS

You will not be able to update a workstation successfully until that workstation validates that a proper Workstation object has been created for it. This will happen when the user closes all programs and logs in to the workstation again.

On Windows 3.x, Windows 95, or Windows 98 workstations, WSREG_{xxx}.EXE must run every time the user logs in to ensure that the Workstation objects are properly associated with NDS. On Windows NT workstations, this function is provided by an NT service that runs automatically.

Manage Workstations Remotely

Setting up Remote Management lets you install a Remote Management Agent on the user's workstation to make modifications, fix problems, or simply to show a user how to perform a task.

If you are planning to remotely manage workstations associated with specific users, the Remote Management setup requires you to select a User Policy Package and associate the required users. If you are planning to manage workstations remotely regardless of users, you will select a Workstation Policy Package and associate the required workstations.

Important If your workstations use IPX™ connections only, you will not be able to perform the ZENworks Remote Management functions that depend on Java. This includes all functions except Remote View and Remote Control.

Set Up the Remote Management Policy

The initial steps for creating any Policy Package are included in “Create a Policy Package” on page 17.

1. **Follow Steps 1-3 listed in “Create a Policy Package” on page 17. At Step 2, select a platform-specific Workstation Policy Package.**
2. **From the Policy Package Wizard Policies list, click Remote Management Policy > Details > select the settings you want to use > click OK > Next.**
3. **Accept the default for the workstations associated with this policy or add or remove your own selections.**

This step associates the Policy Package with the workstation you want to manage. All workstations associated with this Policy Package will be affected by the enabled policies in the Policy Package.

4. **Click Next > view the summary > click Finish to create the Policy Package as specified.**

Set Up the Remote Management Agent

When you have set up the Remote Management Policy, you can set up the Remote Management Agents on the workstations. Make sure you select the option to install the Workstation Manager on the managed workstation when you install the Novell Client during installation. The Remote Management Agent files will be copied to the appropriate location on the managed workstation during installation.

The following steps explain how to use the Application Launcher to set up the Remote Management Agent on a Windows 3.x, Windows 95, Windows 98, or Windows NT managed workstation:

1. **Select a Container object (O or OU) that contains users to whom you want to distribute the Remote Management Agent.**
2. **Right-click the container > click Details > Applications.**
3. **From the Associated with Users list, click Add.**

- 4. Browse to the location of the Remote Application object that matches the users' platform > select the Remote Application object you want > click OK.**

The Remote16 Application object (for Win 3.x workstations), the Remote32 Application object (for Windows 95/98 workstations) or the RemoteNT Application object (for Windows NT workstations) is located in the same context as the server where ZENworks was installed.

- 5. Check the Force Run option > click OK.**

Before you continue, follow the steps in “Associate a Software Application” on page 6 and “Distribute an Application to a Workstation” on page 7 (if you have not already done so).

The preceding steps start the Remote Management Agent application on the workstations in the selected container.

- 6. Reboot the user's workstation to synchronize it with its Policy.**

You are now ready to initiate a remote session with a workstation.

Begin a Remote Session

Use the following steps to begin a remote session:

- 1. From NetWare Administrator, select the Workstation object that you want to remotely manage.**
- 2. Click Tools > Workstation Remote Management > choose a Remote Management option.**

Set Up a Help Request System for Workstations


The ZENworks Help Request system simplifies workstation problem reporting for users. Use the following steps to set up contact information for a user and to distribute the ZENworks Help Requester to that user:

- 1. From NetWare Administrator, select a User Policy Package (or create and associate a new one) where you want to enable the Help Request Policy.**

All users or users within groups or containers that are associated with this Policy Package will be affected by its enabled policies.

2. **Right-click the Policy Package > click Details.**
3. **Check Help Request Policy to enable the policy > click Details > enter the appropriate information.**
4. **Click Trouble Tickets > check the information you want to be sent with the Trouble Ticket > click OK.**
5. **Use the Application Launcher to distribute the HelpReq16 or HelpReq32 Help Requester Application objects.**

For more information, see “Associate a Software Application” on page 6 and “Distribute an Application to a Workstation” on page 7.

A user having workstation problems can now launch Help Requester  from the Application Launcher window.

Collect Hardware and Software Inventory from Workstations

When you install ZENworks, you choose a NetWare server to administer the inventory database. Although the space requirements for this database make it necessary to use a volume other than \SYS: on the server, other ZENworks inventory components are all copied to the \SYS: volume.

If you installed the inventory database during the ZENworks installation, an Inventory Gatherer and Inventory Storer program should be loaded on the Inventory Server. If these programs do not load, or if you are interested in any other information about deploying ZENworks inventory, click the *Inventory Deployment Guide* link at the ZENworks documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

Important

If you install Workstation Inventory, you should also assign file system rights to the inventory scanner executable. These rights should be given to the imported Workstation object that will be scanned. The inventory scan program is found in the SYS:\PUBLIC\ZENWORKS folder. The WINSCAN.EXE program scans Windows 95 and Windows 98 over IP/IPX and the NTSCAN32.EXE program scans Windows NT workstations over IP/IPX.

Although the inventory scanning program collects both hardware and software information from workstations, more extensive configuration steps are required for software scanning. For more information about enabling software scanning and customizing distributed applications for scanning at the workstations, click the *Workstation Inventory* link at the ZENworks documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

Use the following steps to help you track a workstation's hardware configuration and the software installed on it:

- 1. From NetWare Administrator, click a Workstation Policy Package (or create and associate a new one) where you want to enable the Inventory policy.**

All workstations or workstations within groups or containers that are associated with the Policy Package will be affected by the enabled policies in the package.

- 2. Right-click the Workstation Policy Package > click Details.**
- 3. Click Workstation Inventory > Details > Scanner Configuration.**
- 4. At the Inventory Database Server section of the dialog box, browse to the server where you installed the ZENworks 2 inventory database.**
- 5. At the Inventory Files Server section of the dialog box, select a ZENworks server that is in close proximity to the workstations you will be scanning > click OK .**
- 6. Click Policy Schedule > from the Schedule field, select a schedule when you want to run the inventory scanner on the user's workstation > click OK > OK.**

When the scheduled event occurs, the hardware inventory information should be available in the inventory database.

View Inventory Information

To display hardware and software inventory information from NetWare Administrator, right-click the Workstation object whose inventory you want to view > click Details > Inventory. To view more information from the Workstation Inventory dialog box, click More Workstation Information.

Depending on how you configure your inventory scan, you can also see inventory items from the last inventory scan of a managed workstation in an Inventory window. To view this information, click the Workstation object whose inventory you want to view > Tools > Workstation Remote Management > Inventory.

You can also check inventory information by using the Reporting feature. For more information, click the *ZENworks Reporting* link at the ZENworks 2 documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

You can also query the inventory database to help you create groups of similar devices and to help you focus your reports on specific types of workstations. The Inventory Query Criteria dialog box provides the syntax to query the database. To open this dialog box, click a container > Tools > Workstation Remote Management > Inventory Query. To form a query, select the hardware and software components you want to query and select the available values.

Other Things You Can Do

ZENworks 2 includes other features that are not documented in this guide, including

- Generating hardware and software inventory reports.
- Generating software delivery reports.
- Auditing and metering applications delivered by NDS.
- Incorporating a third-party tool to help the network administrator make the network Y2K compliant.

- Creating Desktop Policy Packages.
- Using miscellaneous Remote Management utilities, for example: pinging the Remote Management Agent on a managed workstation, chatting with a user at a managed workstation, and executing applications at a managed workstation from a remote console.


For a more comprehensive list of the features included in ZENworks 2, see “Version Differences” on page 24. For more specific information about these and other ZENworks features, consult the ZENworks 2 documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

For dynamic, user-centered information that includes Q&A articles, feature articles, Tips of the Week, and links to current ZENworks TIDs from Novell Support, see the ZENworks Cool Solutions web site at




www.novell.com/cool solutions/zenworks

Create a Policy Package

A Policy Package  is a container for policies, which are the rules, settings, or preferences that you can specify for configuring or managing NDS objects in the tree. Every policy is contained in a Policy Package, and every Policy Package can be associated only with the type of object its policies are associated with. For example, you could create a Win95-98 User Policy Package if the user you want to support uses a Windows 95 workstation.




You must create a Policy Package if you want to manage workstations remotely, collect hardware and software inventory, help a user troubleshoot his or her workstation, or utilize many other ZENworks 2 functions.

ZENworks 2 has the following three types of User Policy Packages:

- A Windows 3.1 User Policy Package 
- A Windows 95-98 User Policy Package 
- A Windows NT User Policy Package 

Any of these User Policy Packages can be associated with a User, Group, or Container object in NDS.

ZENworks 2 has the following three types of Workstation Policy Packages:

- A Windows 3.1 Workstation Policy Package 
- A Windows 95-98 Workstation Policy Package 
- A Windows NT Workstation Policy Package 

1. **Launch NWADMN32.EXE > right-click the Organization (O) or Organizational Unit (OU) where you want to create the Policy Package > choose Create > double-click Policy Package.**
2. **From the Policy Package Wizard, click the platform-specific package corresponding to the users' platform or the workstation platform on your system > click Next.**

For example, if you need to support one or more users who are using Windows 95 workstations, choose the WIN95-98 User Policy Package.

3. **Give the Policy Package a name (or accept the default) > select the location (or accept the default) where you want the Policy Package to be created > click Next.**
4. **Select the policies you want to enable > click Next.**

If a check box is not displayed next to the policy, you probably have an outdated version of COMCTL32.EXE.

For more information about creating a Policy Package, click the *Policies* link at the ZENworks 2 documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

2 *Upgrading to ZENworks 2*

Introduction

If you are upgrading to ZENworks™ 2 from a previous version, this chapter provides information about updating prerequisites, product and feature compatibility, and special configuration procedures that you need to know before you upgrade. Three versions of ZENworks are currently available:

- ZENworks Starter Pack

This product includes a subset of ZENworks 1.1 functionality. The Starter Pack ships as part of NetWare® 5, or is available for download from the Novell web site at

www.novell.com/download

- ZENworks 1.1

This product is widely available in multiple languages from resellers. It includes functionality beyond that found in the Starter Pack in the areas of application management and workstation management. It also includes Remote Management capabilities and a third-party Y2K preparation tool.

- ZENworks 2

ZENworks 2 includes the functionality of ZENworks 1.1, as well as additional features.

Version Differences

The differences among these products are largely the functionality that is engineered for each version. The features of each version are explained below.

Feature	ZENworks Starter Pack	ZENworks 1.1	ZENworks 2
Application Management	Customized software distribution: Lets the network administrator automatically distribute and customize software for each user.	All ZENworks Starter Pack functionality, plus: Self-healing applications: Lets users receive the correct file versions for any given application every time they start that application. Software metering: Lets the network administrator audit and meter the applications that are delivered to a user desktop by ZENworks.	All ZENworks 1.1 functionality, plus: Lights-out distribution: Lets the network administrator distribute software to workstations even when users are not logged in. Criterion-based distribution: Lets the network administrator check a workstation for pre-defined criteria before software is distributed to it. Prompted macros: Lets the network administrator give users choices about their desktop environments. Pre- and post-distribution scripts: Lets the network administrator run scripts or invoke actions before and/or after distributing applications.

Feature	ZENworks Starter Pack	ZENworks 1.1	ZENworks 2
Workstation Management	<p>Directory-enabled desktop management: Lets the network administrator establish policies and profiles for each user so that he or she can maintain a familiar desktop interface, printer access, and software applications, even though the user may move to different computers in the network.</p>	<p>All ZENworks Starter Pack functionality, plus:</p> <p>Directory-enabled policies: Allows restriction of user login on any network PC through exclusionary policy.</p> <p>Workstation inventory: Lets the network administrator collect internal workstation configuration information such as the station's OS and CPU type.</p> <p>Centralized printer management and configuration: Lets the network administrator distribute printer modifications to user workstations across the network.</p>	<p>All ZENworks 1.1 functionality, plus:</p> <p>Extensible policies: Lets administrators create custom desktop policies and distribute them across the network using NDS.</p> <p>Software Inventory: Lets administrators track the software installed on the network workstations.</p> <p>DMI 2.0 tool support for inventory database.</p> <p>Reporting: Helps the administrator more effectively control and troubleshoot network resources by providing detail on inventories and the success or failure of software delivery.</p>

Feature	ZENworks Starter Pack	ZENworks 1.1	ZENworks 2
Remote Management	No features.	<p>Secure remote control: Lets the network administrator troubleshoot problems through a secure solution.</p> <p>Help Desk utility: A separate application that ZENworks pushes to the user's desktop to enable the user to send requests for PC troubleshooting help to a predefined Help Desk service. When the request is sent, vital information about the user's PC is included.</p>	<p>All ZENworks 1.1 functionality, plus:</p> <p>Workstation diagnostics: Lets the administrator view remote workstation information that can be used to diagnose problems without the need for an on-site technician.</p> <p>Remote file transfer: Lets the administrator transfer files to or from a managed workstation.</p> <p>Remote view: Lets an end user re-create an error that can be viewed by an administrator on a remote console. The administrator need not have keyboard or mouse functionality on the remote workstation.</p> <p>Advanced trouble-ticket configuration: Lets the administrator specify the information to be included in a help desk request from a user. With added workstation hardware information, the feature also lets users view information about their workstations and add it to the trouble ticket.</p> <p>Audit log information: Lists the Remote Management events occurring on Windows NT* managed workstations.</p> <p>Miscellaneous Remote Management utilities: Includes Ping, Chat, and Remote Execute.</p>

Feature	ZENworks Starter Pack	ZENworks 1.1	ZENworks 2
Third-Party Tools	No tools.	GMT Check 2000*: A 5-user version of Check 2000 Client Server* from Greenwich Mean Time is bundled with ZENworks 1.1. This application alerts network administrators to potential Y2K problems at the user desktop level. It also helps administrators to repair the problems by pushing out manufacturer-recommended solutions to those problems.	Updated version of Check 2000 Client Server.

For more information about ZENworks 2 features, click the *ZENworks Overview* link at the ZENworks 2 documentation web site at

www.novell.com/documentation/lg/zen2/docui/index.html

NetWare Administrator Upgrade

ZENworks 2 supports NetWare® Administrator 95 and NetWare Administrator NT. However, to take full advantage of the new features included in ZENworks, use NetWare Administrator 32, which is the version that ships with ZENworks 2.

ZENworks 2 does not support ConsoleOne™.

Application Management Upgrade

An upgrade from ZENworks 1.1 to ZENworks 2 may not launch NALEXPLD.EXE from the login script. The following error may be displayed on a Windows NT* workstation:

```
The version of the NT service you have loaded is out of
date. Please install Version 98125.
```

This error occurs if the NAL 2.7 service is loaded and the NAL Explorer 3.0 is run. There are two ways to update the NT service:

- Install the Novell® Client™ that ships with ZENworks 2
- Create a workstation action to update the NT service

Use the following steps to install or register the service with a single Windows NT server or workstation:

- 1. Obtain sufficient rights on the NT server or workstation.**
- 2. From an NT server or workstation command line, run the following to install and register the service:**

nalntsrv install

By default, the NALNTSRV.EXE and NWAPP32.DLL files are copied to the \SYSTEM32 directory. These files must reside in the same directory. If older versions of these files exist, the installation overwrites them. Once installed, the service registers Application Launcher with the Windows NT Service Control Manager. The service becomes active the next time the machine is started.

Adding the Start option immediately activates the service after registration without restarting the workstation. For example, enter

nalntsrv install path=c:\winnt

This copies the files to the C:\WINNT directory and registers the service from that location.

Remote Management Upgrade

If you install ZENworks 2 without upgrading the Novell Client, the ZENworks 1.1 Remote Control Agent will still function using the ZENworks 2 Remote Management Policy and the ZENworks 2 remote console; however, new Remote Management features of ZENworks 2 will not be supported.

Workstation Management - Inventory Upgrade

If you install ZENworks 2 without upgrading the Novell Client, the ZENworks 1.1 hardware inventory will continue to populate NDS™ by using the ZENworks 2 Inventory Policy. You can still view the ZENworks 1.1 inventory data in this situation only if you do the following before you install ZENworks 2:

1. **Copy WMINV32.DLL and WMINVEX.DLL to a directory where they will not be overwritten.**

Both of these DLLs are located in the \PUBLIC\WIN32\SNAPINS directory.

2. **Install ZENworks 2.**
3. **Copy WMINV32.DLL and WMINVEX.DLL back to the SYS:\PUBLIC\WIN32\SNAPINS directory.**

The 1.1 Workstation Manager (part of the old Novell Client) runs a scanner to populate the inventory information, which is then viewable with these DLLs.

