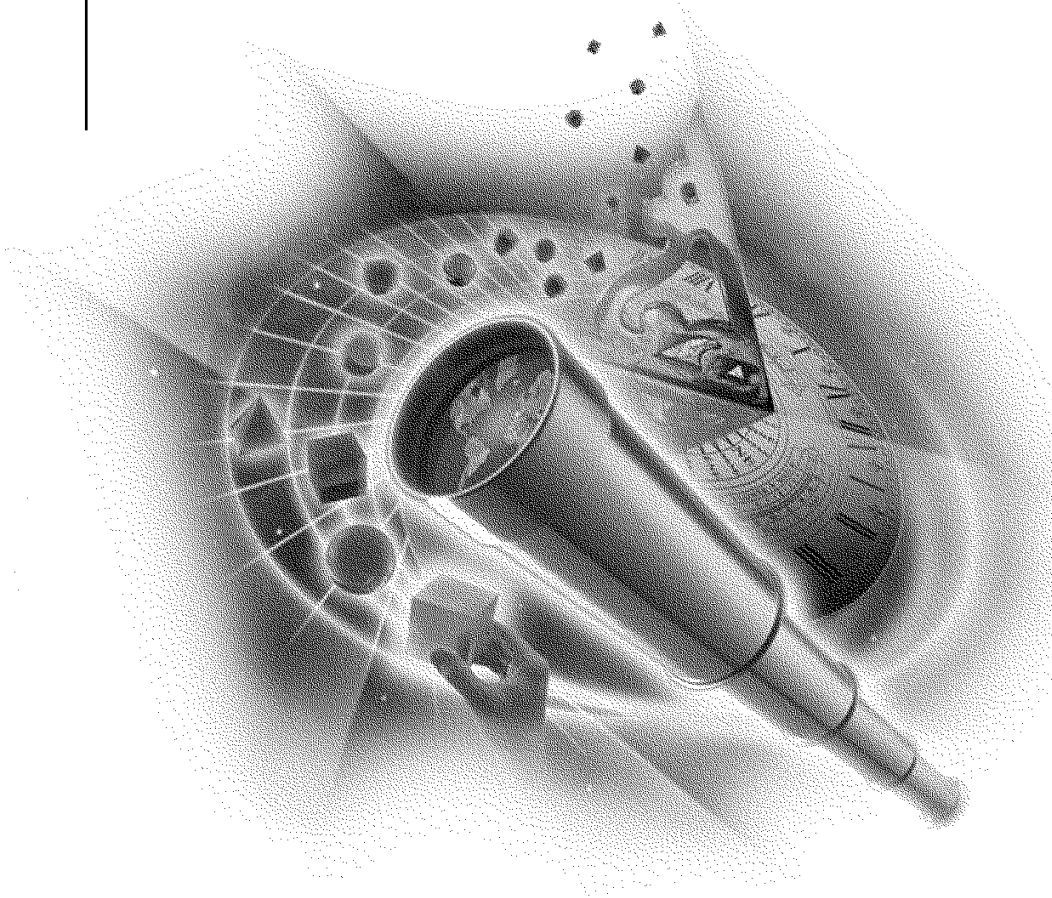


Installation and Upgrade Guide



Novell®

ZENworks™ Starter Pack

INCLUDED WITH NOVELL CLIENTS

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Introduction

About This Guide

This guide provides users with a quick solution for installing the ZENworks™ Starter Pack.

Chapter 1: Installing ZENworks Starter Pack 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: ZENworks Versions provides information to compare different versions of ZENworks.

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

- ◆ ZENworks Starter Pack Online Help

Help is available from the workstation or from the desktop for the administrator or a user whenever a Help button is accessible from a ZENworks, Novell® Client™, or Application Launcher interface. The help may be generated from Windows* Help (32- or 16-bit help files).

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 comprehensive ZENworks documentation is found at the ZENworks 2 documentation web site at

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

You can also find documentation specific to the Starter Pack at the ZENworks Starter Pack documentation web site at

`www.novell.com/documentation/lg/zenstp/docui/index.html`

- ◆ 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 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 Starter Pack

Introduction

This chapter includes information that will help you to prepare a test installation of the ZENworks™ Starter Pack. It includes instructions for installing from the product CD.

System Requirements

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

NetWare	Minimum: NetWare 4.11 with Support Pack 6, or NetWare 4.2 Recommended: NetWare 5 with Support Pack 3 Not Supported: 4.x SFT III or 4.x SMP Recommended: NetWare 5.1
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

The ZENworks Starter Pack 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	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

Pre-Installation Tasks

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

- Establish Admin rights on the NetWare server where you are installing the Starter Pack (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 the Starter Pack.
- Set rights to modify the schema of the NDS tree where you are installing the Starter Pack.
- 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.

Installation and Setup Tasks

To begin, you will perform the following tasks:

- ◆ Install the ZENworks Starter Pack software and Novell Client software
- ◆ Associate a software application
- ◆ Distribute an application to a workstation

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

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

Install ZENworks Starter Pack and Novell Client Software

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

- 1** From a Windows* 95, Windows 98, Windows NT*, or Windows 2000 workstation, log in to the NDS tree as the Admin user object (or equivalent).
- 2** Insert the ZENworks Starter Pack/Novell Client CD > wait for the auto-install screen to appear > click the language you want to install > click ZENworks > Install Starter Pack.

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 the new version of the Novell Client using the Automatic Client Upgrade. For more information about Automatic Client Upgrade, see the Novell Client documentation web site at

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

- 4 Create or update the shortcut that points to NetWare Administrator (NWADMN32.EXE) on every workstation where you plan to administer the Starter Pack.

The program is located in the SYS:\PUBLIC\WIN32 directory of the server where you installed the Starter Pack. You can distribute this application icon through the Starter Pack to the workstations. For more information, see “Distribute an Application to a Workstation” on page 13.

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, right-click the Container, Group, Workstation, Workstation Group, or User object where you want to distribute the application > 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 workstations, WSREGxx.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. Workstation registration is also automatic on Windows 95 or Windows 98 workstations.

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 utilize many other ZENworks Starter Pack functions.

The ZENworks Starter Pack 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.

The ZENworks Starter Pack 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 NWADMIN32.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

ZENworks Versions

Introduction

If you are upgrading to the ZENworks™ Starter Pack (October 1999) 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. Four versions of ZENworks are currently available:

- ◆ ZENworks Starter Pack (October 1998)

This product includes a subset of ZENworks 1.1 functionality. The 1.1 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 1.1 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 Starter Pack (October 1999)

This product includes a subset of ZENworks 2 functionality. The Starter Pack ships as part of the Cobra version of NetWare.

- ◆ 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: Application Management

ZENworks Starter Pack (October 1998)	ZENworks 1.1	ZENworks Starter Pack (October 1999)	ZENworks 2
Customized software distribution: Lets the network administrator automatically distribute and customize software for each user.	Includes all ZENworks Starter Pack (October 1998) application management 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.	Includes all ZENworks Starter Pack (October 1998) application management functionality, plus: Self-healing applications: Lets users receive the correct file versions for any given application every time they start that application. 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.	Includes all ZENworks Starter Pack (October 1999) application management functionality.

Feature: Workstation Management

ZENworks Starter Pack (October 1998)	ZENworks 1.1	ZENworks Starter Pack (October 1999)	ZENworks 2
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.	ZENworks Starter Pack (October 1998) workstation management functionality, plus: Directory-enabled policies: Allows restriction of user login on any network PC through exclusionary policy. Workstation inventory: Lets the network administrator collect internal workstation configuration information such as the station's OS and CPU type. Centralized printer management and configuration: Lets the network administrator distribute printer modifications to user workstations across the network.	ZENworks Starter Pack (October 1998) workstation management functionality, plus: Directory-enabled policies: Allows restriction of user login on any network PC through exclusionary policy. Extensible policies: Lets the network administrator create custom desktop policies and distribute them across the network using NDS. Centralized printer management and configuration: Lets the network administrator distribute printer modifications to user workstations across the network.	ZENworks 1.1 Starter Pack (October 1999) workstation management functionality, plus: Software Inventory: Lets the network administrator track the software installed on the network workstations. DMI 2.0 tool support for inventory database. Reporting: Helps the administrator more effectively control and troubleshoot network resources by providing detail on inventories and the success or failure of software delivery.

Feature: Remote Management**ZENworks Starter Pack (October 1998)****ZENworks 1.1****ZENworks Starter Pack (October 1999)****ZENworks 2**

No features.

Secure remote control: Lets the network administrator troubleshoot problems through a secure solution.

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.

No features.

All ZENworks 1.1 functionality, plus:

Workstation diagnostics: Lets the administrator view remote workstation information that can be used to diagnose problems without the need for an on-site technician.

Remote file transfer: Lets the administrator transfer files to or from a managed workstation.

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.

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.

Audit log information: Lists the Remote Management events occurring on Windows NT* managed workstations.

Miscellaneous Remote Management utilities: Includes Ping, Chat, and Remote Execute.

For more information about ZENworks Starter Pack (October 1999) features, click the *ZENworks Overview* link at the ZENworks Starter Pack documentation web site at

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

NetWare Administrator Upgrade

ZENworks Starter Pack (October 1999) 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 Starter Pack (October 1999).

ZENworks Starter Pack (October 1999) does not support ConsoleOne[™].

Application Management Upgrade

An upgrade from ZENworks Starter Pack (October 1998) to ZENworks Starter Pack (October 1999) 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 Starter Pack (October 1999)
- ◆ 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

```
na1ntsrv install path=c:\winnt
```

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