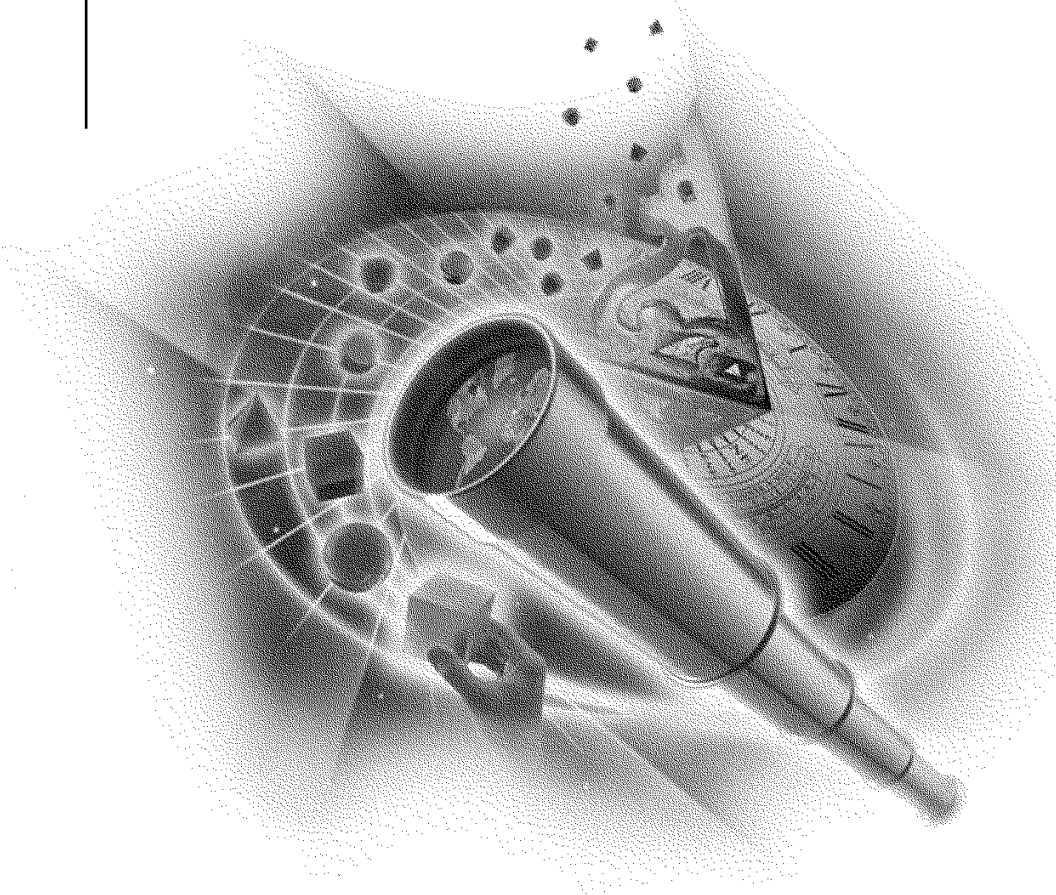


VERSION 3

Reference



Novell®

ZENworks™ for Desktops

POLICY-BASED MANAGEMENT POWERED BY NDS® eDIRECTORY™

Updates to ZfD3 Web Documentation

This product documentation is periodically updated for accuracy. These updates are intended to fill the following needs:

- ♦ to record ongoing engineering fixes and enhancements to the product (such as those that ship in Support Pack 1)
- ♦ to clarify or add to the documentation during the first few months of the product release (usually up until a newer official release of the product)

Documentation for any Novell product is not updated indefinitely. As the product matures, Technical Information Documents (TIDs) fill the role of providing additional troubleshooting tips, notices, or detailed clarifications of operation. You can access this source of supporting documentation at the Novell Support Web site at support.novell.com (<http://support.novell.com>). Search the Support Knowledgebase if you have a specific question about ZENworks for Desktops 3 (ZfD3) components or functionality.

Accessing the Updates

If a particular section of the Web documentation has been updated since its initial shipping release, a icon appears next to its title in the Table of Contents. Click the icon to access the catalog heading for the ZfD3 component updates you want. If you want to see an update in context of the full ZfD3 documentation, a link to that location is provided in the update catalog.

Currently, the ZfD3 Documentation Update Catalog has the following sections:

- ♦ Chapter 1, “Updates to ZfD3 QuickStart Card,” on page 1
- ♦ Chapter 1, “Updates to ZfD3 Workstation Management Documentation,” on page 5

- ◆ Chapter 2, “Updates to ZfD3 Workstation Imaging Documentation,” on page 7
- ◆ Chapter 3, “Updates to ZfD3 Workstation Inventory Documentation,” on page 11

1

Updates to ZfD3 QuickStart Card

The ZENworks™ for Desktops 3 (ZfD3) QuickStart Card, a printed document containing pre-installation information shipping in the ZfD3 product box, has been updated in the following sections of the current Web documentation:

- ◆ “Minimum Software Requirements” on page 1

Minimum Software Requirements

March 5, 2001; Windows 2000 Server Software Requirements

Update: Minimum software requirements for Windows* 2000 server have been updated to clarify compatibility with NDS® eDirectory™ versions 8 and 8.5. A Technical Information Document (TID) is also referenced regarding installing on version 8.5.

You can find the new text describing the requirement in

- ◆ Minimum Software Requirements

1

Updates to ZfD3 Workstation Management Documentation

ZENworks™ for Desktops 3 (ZfD3) Workstation Management information has been updated in the following sections of the current Web documentation:

- ◆ “Administration” on page 5

Administration

The following sections in the Administration documentation for Workstation Management provide information pertinent to changes shipped in Support Pack 1 (SP1):

- ◆ “December 7, 2000; New Group Policy Functionality” on page 5

December 7, 2000; New Group Policy Functionality

Update: Windows* 2000 Group policies now have increased functionality with the shipment of ZfD3 Support Pack 1. Because these are new functions, the text is all new. No previously existing text from ZfD3 is affected.

You can find the new text describing these functions in Windows 2000 Group Policies in Support Pack 1.

2

Updates to ZfD3 Workstation Imaging Documentation

ZENworks™ for Desktops 3 (ZfD3) Workstation Imaging information has been updated in the following sections of the current Web documentation:

- ◆ “Deployment” on page 7
- ◆ “Administration” on page 8
- ◆ “Troubleshooting” on page 8
- ◆ “Error Messages” on page 9

Deployment

The following section provides information about Workstation Imaging Deployment changes effective with ZfD3 Support Pack 1 (SP1):

- ◆ “December 11, 2000; Preparing a Bootable CD” on page 7

December 11, 2000; Preparing a Bootable CD

Update: Changes to the ZIMGBOOT.EXE utility now make it possible to add Linux* drivers to the imaging boot disk.

In the temporary working area, create a drivers directory and add any Linux network drivers you will need.

A note in step 2 of the Preparing a Bootable CD section adds information about how to add Linux drivers to a bootable CD.

Administration

The following sections in the Administration documentation for Workstation Imaging provide information pertinent to changes shipped in Support Pack 1:

- ◆ “December 11, 2000; Adding Linux Drivers” on page 8
- ◆ “December 11, 2000; Obsolete Parameters in SETTINGS.TXT” on page 8

December 11, 2000; Adding Linux Drivers

Update: Improvements in ZIMGBOOT.EXE now make it possible to add Linux drivers directly to the second boot diskette or to another diskette or bootable CD. Because this is a new feature, the text is all new. No previous text was affected.

You will find the new information in *Using ZIMGBOOT.EXE to Add Linux Drivers*. Note that this section also includes a subsection entitled *Obtaining Linux Drivers*.

December 11, 2000; Obsolete Parameters in SETTINGS.TXT

Update: The format and function of two parameters in the SETTINGS.TXT file have become obsolete with SP1.

The DEFAULTDRIVER and DEFAULTPORT parameters have become obsolete. You will find SP1 notes to this effect in the parameters table in *Imaging Bootup Parameters (SETTINGS.TXT)*.

Troubleshooting

The following sections in the Troubleshooting documentation for Workstation Imaging provide additional information:

- ◆ “December 11, 2000; Launching the Boot Disk Creator” on page 8
- ◆ “December 11, 2000; The Linux Partition on a Workstation Will Not Pick Up Imaging Jobs from the Imaging Proxy Server” on page 9
- ◆ “December 11, 2000; Booting a Workstation Using an Imaging Boot Floppy or Bootable CD Fails to Pick Up Imaging Jobs from the Imaging Proxy Server” on page 9

December 11, 2000; Launching the Boot Disk Creator

Update: There was originally only one prescribed action in a condition where the ZIMGBOOT.EXE could not be launched:

Run ConsoleOne from a ZfD imaging server, or copy the ZIMGBOOT.EXE file from the imaging server (ZENWORKS\IMAGING) to a folder that's in your Windows PATH.

Another possible action has been prescribed for the condition, Can't Launch the Imaging Boot Disk Creator (ZIMGBOOT.EXE) Utility from ConsoleOne, that will help you try to start the utility.

December 11, 2000; The Linux Partition on a Workstation Will Not Pick Up Imaging Jobs from the Imaging Proxy Server

Update: If you have already installed ZfD3 imaging and you have a Linux partition on a workstation, the partition will fail to pick up an imaging job from an imaging proxy server that has been updated to ZfD3 SP1.

You will find information about dealing with this problem in The Linux Partition on a Workstation Will Not Pick Up Imaging Jobs from the Imaging Proxy Server.

December 11, 2000; Booting a Workstation Using an Imaging Boot Floppy or Bootable CD Fails to Pick Up Imaging Jobs from the Imaging Proxy Server

Update: If you boot a workstation using a ZfD3 imaging boot diskette or a bootable CD, the workstation will fail to pick up an imaging job from an imaging proxy server that has been updated to ZfD3 SP1.

You will find information about dealing with this problem in Booting a Workstation Using an Imaging Boot Floppy or Bootable CD Fails to Pick Up Imaging Jobs from the Imaging Proxy Server.

Error Messages

The following section provides information for Workstation Imaging error message changes:

- ◆ “December 11, 2000; PROXYADDR Not Found” on page 9

December 11, 2000; PROXYADDR Not Found

Update: The first possible cause for this error message was listed as follows:

When booting a computer from a ZfD imaging device with a static IP address, you might have referred to the imaging server by its DNS name. Currently, DNS resolution doesn't work in this scenario.

A note in the PROXYADDR not found section now indicates that when it is installed, Support Pack 1 code eliminates this possible cause.

3

Updates to ZfD3 Workstation Inventory Documentation

ZENworks™ for Desktops 3 (ZfD3) Workstation Inventory information has been updated in the following sections of the current Web documentation:

- ◆ “Getting Started Documentation Updates” on page 11
- ◆ “Administration Documentation Updates” on page 11
- ◆ “Troubleshooting Documentation” on page 12
- ◆ “Error Messages” on page 9
- ◆ “Solutions Documentation Updates” on page 14

Getting Started Documentation Updates

The following sections provide information for Workstation Inventory - Support Pack 1 release

- ◆ Specific Hardware and Software Requirements for Workstation Inventory
- ◆ Understanding ZENworks for Desktops 3 Inventory AttributesConfiguring the Inventory Database for Oracle

Administration Documentation Updates

The following sections provide information for Workstation Inventory - Support Pack 1 release

- ◆ Inventory Upgrade Service
- ◆ Understanding ZENworks for Desktops 3 Inventory Attributes

- ◆ Configuring and Running Multiple Oracle Database Instances on a NetWare 5.x Server

Troubleshooting Documentation

The following sections provide information for Workstation Inventory - Support Pack 1 release:

- ◆ In the database, there are workstations with multiple MAC/IP/IPX/DNS addresses.
- ◆ After the Support Pack 1 (SP1) installation, the Service Manager does not work.
- ◆ After the SP1 installation, the Storer is unable to store the data in the Inventory database.
- ◆ After the SP1 installation, the DBExport Configuration files (.EXP and .CFG) with IRQ Number attributes cannot be used.
- ◆ After the SP1 installation, the DBExport Configuration files (.EXP and .CFG) that were created in ConsoleOne 1.2c6 cannot be used in ConsoleOne 1.2d.
- ◆ After the SP1 installation, the Inventory Database Export tool does not function properly.
- ◆ At the time of installing SP1, the Scanner does not complete the scanning process or the Scanner crashes on a Windows/NetWare Server.
- ◆ Inventory rollup does not happen as scheduled in the Roll-Up Scheduler.
- ◆ Inventory Service Manager exits with -1 status.
- ◆ After the SP1 installation, Mouse, Serial Port, and Parallel Port data of a workstation in an Oracle database are not correctly reported.
- ◆ Saved inventory queries for Database Export and Inventory Query do not work.

Error Messages

The following sections provide information for Workstation Inventory Error Message changes for the Support Pack 1 release.

- ◆ 1067: Unable to write the status of the installation in the zeninvComponentStatus attribute of the Inventory Service Object for the server servername.
- ◆ 1068: Unable to add ZFD 3 Support Pack settings in the ZENSETENV.INI file on the server servername.
- ◆ 1069: If Inventory services are running on the servers servername, stop the services before proceeding with the installation.
- ◆ 602: Unable to start the ZENworks Inventory Service.
- ◆ 603: Unable to read the Inventory Service Object in NDS.
- ◆ 604: Unable to read the role of the server.
- ◆ 605: Unable to identify the NCP server corresponding to the Inventory Service Object in NDS.
- ◆ 606: Unable to read the NCP Server Object corresponding to the Inventory Server.
- ◆ 607: The Service Manager is unable to proceed due to an NDS error.
- ◆ 608: Invalid Scan file path.
- ◆ 609: Roll-Up Policy is not configured.
- ◆ 610: Database Location Policy is not configured.
- ◆ 611: Intermediate Server is not configured.
- ◆ 612: Unable to authenticate as Roll-Up Policy in NDS.
- ◆ 613: Unable to authenticate as Intermediate Server in NDS.
- ◆ 614: Unable to authenticate as Database Location Policy in NDS.
- ◆ 615: Schedule is not set in the Roll-Up Policy.
- ◆ 616: Schedule in the Roll-Up Policy is corrupted.
- ◆ 617: Unable to get the site information from the database.
- ◆ 618: The effective Roll-Up Policy for this server points to itself as the next level server.
- ◆ 619: The database attached to this server does not have Zfd3 Support Pack 1 installed on it.
- ◆ 620: Zfd3 Support Pack 1 is not installed on this server.
- ◆ 621: Zfd3 Support Pack 1 roll out on the server failed.

- ◆ 622: Unable to get information from the database.
- ◆ 024: Initiated scan successfully.

Solutions Documentation Updates

The following sections provide information for Workstation Inventory - Support Pack 1 release:

- ◆ In the database, there are workstations with multiple MAC/IP/IPX/DNS addresses.
- ◆ Support Pack Installation in a Cluster Setup

The following error messages were added:

- ◆ The selected virtual server DN does not represent a cluster. Select a valid virtual server.
- ◆ Select a directory on the virtual server instead of volume.