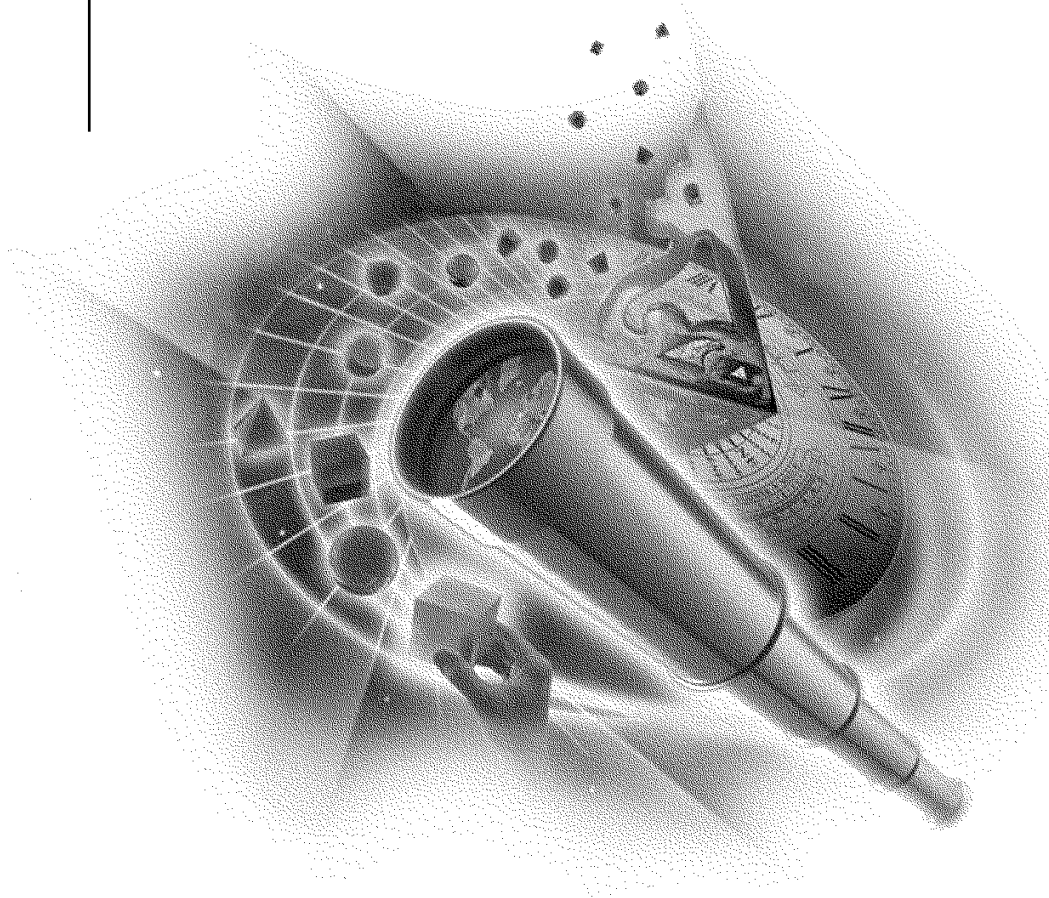


**Bundle Interoperability Guide**



**Novell**®

**ZENworks™ Servers/Desktops/Networks**

**POLICY-BASED MANAGEMENT POWERED BY NDS® eDIRECTORY™**

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# About This Guide

ZENworks™ for Desktops 2, ZENworks for Servers 1.0, ZENworks for Networks 1.0, and ManageWise® 2.7 can help you accomplish the following management tasks from a central point of administration, all without leaving your office:

- ◆ NDS® monitoring
- ◆ NetWare® and Windows NT\* server management
- ◆ workstation management
- ◆ desktop application management
- ◆ desktop and server virus protection
- ◆ network traffic analysis
- ◆ network inventory and health monitoring
- ◆ network device management
- ◆ network bandwidth allocation and prioritization

This guide provides some guidelines for using these four products together.





# 1

## Using the Products Together

This section includes information that will help you understand the purpose of each of the products in the Novell® ZENworks™ Servers/Desktops/Networks bundle, including:

- ♦ ZENworks for Desktops 2
- ♦ ZENworks for Servers 1.0
- ♦ ZENworks for Networks 1.0
- ♦ ManageWise 2.7

In addition, this section contains the following information that will help you to use the four products together:

- ♦ “Things You Can Do with the Products” on page 11
- ♦ “Interoperability Questions and Answers” on page 15
- ♦ “Using ZENworks for Desktops 2 with ManageWise 2.7” on page 18
- ♦ “Troubleshooting Interoperability Issues” on page 28

## ZENworks for Desktops 2

Novell ZENworks for Desktops 2 (ZfD) is today’s only directory-enabled desktop management solution. Its integration with NDS® simplifies networking for users, reduces the cost of desktop management, and assists growing businesses with managing change. ZfD provides personalized software distribution and repair, policy-based workstation management, and secure remote control.

For more information about ZfD requirements and configuration, see the ZfD documentation Web site at

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

## ZENworks for Servers 1.0

Novell ZENworks for Servers 1.0 (ZfS) provides policies to automate server management processes so IT staff can focus on more strategic issues. ZfS not only makes the creation, distribution, and enforcement of server policies possible, it makes it easy. Your existing eDirectory™ structure provides the framework for policy assignments so that you don't have to painstakingly organize your network for just this one task.

For more information about ZfS requirements and configuration, see the ZfS documentation Web site at

<http://www.novell.com/documentation/lg/zfs1/docui/index.html>

## ZENworks for Networks 1.0

ZENworks for Networks 1.0 (ZfN) leverages NDS to provide simplified administration and remote configuration of network devices. It also offers real-time monitoring and threshold alarm capabilities. ZfN Quality of Service (QoS) can also be used to prioritize and allocate bandwidth according to user needs and applications. Bandwidth consumption can be limited by assigning priority rankings (for example: low, medium, and high), or by allowing users only a certain number of packets or a given percentage of overall bandwidth.

For more information about ZfN requirements and configuration, see the ZfN documentation Web site at

<http://www.novell.com/documentation/lg/zen4nw/docui/index.html>

## ManageWise 2.7

ManageWise® 2.7 is a comprehensive management solution that lets you successfully manage and control your entire network. ManageWise is an open platform based on the Simple Network Management Protocol (SNMP) standard, which prevents downtime through proactive management and quick problem resolution. These capabilities, together with network protection and proactive planning and optimization of network growth, make ManageWise the key to reducing your network's Total Cost of Ownership (TCO).

For more information about ManageWise 2.7 requirements and configuration, see the ManageWise 2.7 documentation Web site at

<http://www.novell.com/documentation/lg/mwise27/docui/index.html>

# Things You Can Do with the Products

Although not tightly integrated, ZENworks for Desktops 2, ZENworks for Servers 1.0, ZENworks for Networks 1.0, and ManageWise 2.7 provide a comprehensive, end-to-end networking solution for network administrators. As with any software, you should carefully review the Readme.txt file that ships with each of these products to learn about any installation requirements, issues, or product limitations. The following sections provide more information about the capabilities of the four products:

- ◆ “Things You Can Do With ZENworks for Desktops 2” on page 11
- ◆ “Things You Can Do With ZENworks for Servers 1.0” on page 13
- ◆ “Things You Can Do With ZENworks for Networks 1.0” on page 13
- ◆ “Things You Can Do With ManageWise 2.7” on page 14

## Things You Can Do With ZENworks for Desktops 2

Using ZfD, you can

- ◆ Automatically create hardware and software inventories for all your Windows\* 95/98, Windows NT\*, and Windows 2000 workstations, and then store the inventory information in a ZENworks database.

A subset of this inventory data is stored in NDS.

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

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

- ◆ Provide NDS users with consistent, recognizable configurations no matter where they log in from.
- ◆ Protect your Windows-based workstations from computer viruses with VirusScan\* software from Network Associates, Inc.

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

- ◆ Remotely control workstations securely from NetWare® Administrator.

ZfD Remote Management Agents use NDS authentication to securely control remote access of workstations.

- ◆ Transfer files to and from the local drives of a target workstation.
- ◆ Chat with users on your network.
- ◆ Ping the Remote Management Agent on the target workstation to check if it is up and running.
- ◆ Remotely view the target workstation to see how the user performs certain tasks and determine when the user performs tasks incorrectly.
- ◆ Obtain Windows memory, network protocols, print capture, and other diagnostic information about the target workstation.
- ◆ Run any program on a target workstation from your office.
- ◆ Reboot a target workstation from your office.
- ◆ Provide full system access and remote execution of applications through secure administrator or system user authentication on Windows NT workstations.
- ◆ Run predefined reports on software distribution success and failure as well as hardware and software inventory.
- ◆ Distribute, manage, and update multiple applications on your network's Windows-based workstations. More specifically, software distribution lets you:
  - ◆ Associate application objects with workstation objects, workstation groups, or any container object to enable software distribution even if a user is not logged in to NDS.
  - ◆ Run scripts prior to or after software distribution to enhance your control of this process.
  - ◆ Filter the workstations to receive certain software based on that workstation's system requirements.
  - ◆ Run prompted macros extensions for enhanced distribution control and end-user interaction.
  - ◆ Install applications on a remote Windows NT workstation or server, regardless of the user's local rights.

## Things You Can Do With ZENworks for Servers 1.0

ZfS lets you create Policy packages that automatically configure and enforce the behavior of multiple servers, using NDS to provide a single point of control. Without leaving your workstation, you can manage and schedule the behavior of individual servers or entire sets, including:

- ♦ **Server Down Policy.** Automatically notify users before servers go down, unload applications and processes in an orderly fashion to maintain integrity, and cancel the down process if priority users or a specified number of users are logged in or if a critical application is running.
- ♦ **Set Parameter Configuration.** Configures and maintains server set parameters to optimize performance.
- ♦ **Scheduled Execution.** Automatically run executables and Java\* processes on a user-defined schedule.
- ♦ **Scripting Policies.** Create scripts in PERL, NetBasic\*, or Novell .NCF files and apply them to multiple servers on a set schedule, according to your network's specific requirements.

ZfS also includes Tiered Electronic Distribution (TED), which automatically distributes software and data files to selected subscriber nodes throughout your network. Single or multiple distribution sources can be located anywhere on the Internet or your company intranet, and the entire process can be controlled from your own administrative workstation. For organizations with remote servers, TED's use of proxies provides efficient distribution over WAN links.

## Things You Can Do With ZENworks for Networks 1.0

Using ZfN, you can

- ♦ **Manage network performance and traffic flow** according to the application, URL, sender and receiver addresses, time of day, and day of week and month.
- ♦ **Ensure that Service Level Agreements are met.**
- ♦ **Limit bandwidth use** by priority, number of packets, or percentage of total bandwidth while balancing the needs of applications, servers, and users.
- ♦ **Provide vendor-neutral network device support** to help you protect existing network investments and easily accommodate upgrades.

- ◆ Provide daily congestion, utilization, and performance degradation reports that can simplify troubleshooting and validate policy changes.
- ◆ Use ConsoleOne™ snap-ins for an intuitive, easy-to-use administrative interface.
- ◆ Use NDS to perform the following management tasks for network devices:
  - ◆ Secure all device configurations in a centralized, fault-tolerant directory.
  - ◆ Retrieve configurations for network devices.
  - ◆ Separate and delegate specific device management responsibilities based on NDS group and user rights and logins.
  - ◆ Share configuration information between network devices by importing the information to objects in NDS.
  - ◆ Remotely configure devices and download configurations to devices.
  - ◆ View the status of devices remotely and reboot them, if necessary.

## Things You Can Do With ManageWise 2.7

ManageWise gives you the following network management capabilities:

- ◆ Manage pure IP networks
- ◆ Manage NetWare and Windows NT servers
- ◆ Monitor NDS traps
- ◆ Analyze network traffic
- ◆ Perform software and hardware inventory scans on NDS and non-NDS workstations
- ◆ Query the ManageWise database to perform asset management tasks
- ◆ Generate reports on network health

# Interoperability Questions and Answers

The following questions and answers may help you install and use the ZfD, ZfS, ZfN, and ManageWise products together.

*Which should I install first, ZENworks for Desktops 2 or ManageWise?*

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

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

*Which should I install first, ZENworks for Desktops 2 or ZENworks for Servers 1.0?*

ZfD and ZfS are designed to share the same Sybase\* database, but you should always install ZfD first. If you do not follow this guideline, you will receive the following error:

```
The latest database is already installed on this server.  
Installation will continue without installing the database.
```

After the message is displayed, the ZfD installation can continue on top of the ZfS installation, but it does *not* execute two critical tasks:

- ♦ modify AUTOEXEC.NCF to launch all the commands required by ZfD.
- ♦ copy the files to the SYS: volume that are required to run the storer and the gatherer, and to connect to the database.

If you install ZfD first, a ZfS installation done later on the same server detects the existing ZfD database and continues to perform other critical installation tasks that are necessary for ZfS to perform normally.

*What are the interoperability problems with ZENworks for Networks 1.0 and ManageWise 2.7?*

ZfN 1.0 and ManageWise 2.7 both have remote monitoring (RMON) agents that require the network card be operating in Promiscuous Mode (PMode). If PMode has been configured on the network card by an RMON agent, the load fails for a second RMON agent.

For example, if ManageWise is loaded first, its LANalyzer agent puts the card in PMode. If you try to load ZfN later on the same server, its Traffic Monitor agent also tries to put the card in PMode but fails with this error:

```
Unable to put the public board in PMODE
```

Novell recommends that you do not install more than one RMON-based agent on the same server.

*Are there patches or other files I need to download and install in order to integrate ZENworks for Desktops and ManageWise for the first time?*

Yes. The ManageWise 2.7 Readme file states that ManageWise 2.7 requires Novell JVM 1.1.7B for NetWare, which is included in the January 2000 Novell Developer Kit (NDK). If you have an earlier version of the Novell JVM for NetWare, download the latest software from the Novell Developer Web site at

**<http://developer.novell.com/ndk/jvm.htm>**

You should also check for the most recent ZENworks for Desktops 2/ ManageWise 2.7 technical information, patches, or other files. You can find this information at

**<http://support.novell.com>**

*Both ZENworks for Desktops 2 and ManageWise 2.7 ship with McAfee VirusScan. Which VirusScan should I install?*

Although the version of VirusScan that ships with ZfD is earlier than the version of VirusScan that ships with ManageWise 2.7, installing the ZfD version creates VirusScan Application objects in your NDS tree that can save you some work. Seven objects in all are created:

- ◆ VScan31
- ◆ VScan9x
- ◆ VScanNT
- ◆ VSched31
- ◆ VSched9x
- ◆ VSchedNT
- ◆ BackWeb Setup

The VirusScan Application Objects (VScan9x, VScanNT, and VScan31) are snapshots of VirusScan installations that have been configured to look in designated server directories for new virus pattern (.DAT) files.

The VirusSchedule Application Objects (VSched9x, VSchedNT, and VSched31) are snapshots of preconfigured VirusScan installations that include the VirusScan default scheduling for virus pattern file updates and client upgrades. You must individually schedule the updates and upgrades by



using the appropriate Schedule Application object. You can modify the object to upgrade your VirusScan client every time a new upgrade is available.

The BackWeb Setup object sets up the BackWeb\* client on your administrative workstation. With this application, Network Associates, Inc. (NAI), pushes virus pattern file updates and VirusScan client upgrades in compressed packages to your workstation. In this way, you can install the older (ZfD) version of VirusScan and schedule an immediate upgrade by using the preconfigured application objects available in the ZfD installation. Click the *ZENworks and VirusScan* link at the ZfD documentation Web site for more information about how to configure these Application objects at

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

ManageWise 2.7 ships with a CD containing McAfee VirusScan for workstations and McAfee NetShield\* for servers. You can find more information about these products by visiting the McAfee Total Virus Defense Web site at

[www.mcafeeb2b.com/asp\\_set/products/tvd/  
tvd\\_literature.asp](http://www.mcafeeb2b.com/asp_set/products/tvd/tvd_literature.asp)

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

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

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

Yes, but first you need to use the ManageWise Inventory scanner to scan the ZfD workstations. This will add those workstations to the ManageWise database. The easiest way to accomplish this is by using a predefined Application Object Template (AOT) file. For more information about how to do this, see [“Option 1: Using Application Object Templates to Run the Inventory Scanner” on page 25.](#)

To use the Remote Control feature of ZfD from the ManageWise Console, refer to [“Task Seven: Importing NDS Workstations into the ManageWise Database” on page 24](#) and [“Task Eight: Remotely Controlling a Target Workstation from the ManageWise Console” on page 27.](#)

# Using ZENworks for Desktops 2 with ManageWise 2.7

There are eight main tasks required to integrate ZfD and ManageWise 2.7 on the same network.

- ❑ “Task One: Installing the ZENworks Client on Your Administration Workstation” on page 19
- ❑ “Task Two: Installing the ManageWise Software” on page 19
- ❑ “Task Three: Installing ZENworks for Desktops Software” on page 20
- ❑ “Task Four: Upgrading the End-User Workstations” on page 21
- ❑ “Task Five: Configuring ZENworks for Desktops NDS Objects” on page 23
- ❑ “Task Six: Importing Workstations for Non-NDS Users into the ManageWise Database” on page 24
- ❑ “Task Seven: Importing NDS Workstations into the ManageWise Database” on page 24
- ❑ “Task Eight: Remotely Controlling a Target Workstation from the ManageWise Console” on page 27

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

## Prerequisites

It is important that you meet the system requirements and installation prerequisites for both ZfD and ManageWise 2.7.

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

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

Information about ManageWise 2.7 system requirements and installation prerequisites can be found in the *ManageWise 2.7 Getting Started* document available in .PDF format on the product CD or at the ManageWise 2.7 documentation Web site. Click the *Getting Started* link at

[www.novell.com/documentation/lg/mwise27/docui/index.html](http://www.novell.com/documentation/lg/mwise27/docui/index.html)

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

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

- 1** Insert the ZENworks for Desktops 2 CD into the CD drive of the administration workstation to launch the ZfD setup program.
- 2** Select a language, then select the Novell Client for Windows 95/98 or the Client for Windows NT/2000 to install on your administration console.
- 3** You will be prompted to restart your machine after installing the client. Restart and connect to the NetWare server where you plan to install server components.

## Task Two: Installing the ManageWise Software

Use the following procedure to install ManageWise on the network:

- 1** Verify that your machines meet the system requirements for ManageWise software.
- 2** Insert the ManageWise CD into the CD drive of the administration workstation to launch the installation program.
- 3** Click Readme First and read the ManageWise Readme file.
- 4** Click Install ManageWise 2.7 to begin the ManageWise installation.
- 5** If this is the first installation of ManageWise on your network, click Continue.

or

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

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

- 6** Click Setup ManageWise > Continue.

The Add License option is provided for users to increase the license count from a ManageWise 2.7 License diskette.

- 7** Select a server from the list to install the ManageWise server components > click Continue.  
  
or  
  
Click Network to log in to a server not shown in the list.  
  
**HINT:** You must have Admin rights to the server where you are installing ManageWise. You must also ensure that you have unloaded the ManageWise NLM programs from the target server.
- 8** Insert your License diskette when instructed. Follow the instructions provided in the dialog box and continue.
- 9** Click Full Install > Continue > follow the prompts until you reach the page with the Post Install Setup button.
- 10** Click Post Install Setup to review the Post Install help file (which contains information on configuring ManageWise), and then close the file.  
  
**HINT:** Information on configuring and using ManageWise is available from the ManageWise documentation and online help system. For details about viewing the documentation, refer to the *Information Sources* section of the ManageWise 2.7 *Getting Started* document. This document is available on the product CD or it is viewable in .PDF format at the ManageWise documentation Web site at  
  
`www.novell.com/documentation/lg/mwise27/docui/index.html`
- 11** Click Done to complete the installation.  
  
**HINT:** The ManageWise server and console need to be restarted after completing the installation process.
- 12** Click the Windows Start menu > Programs > ManageWise > ManageWise Console.

## Task Three: Installing ZENworks for Desktops Software

Complete the following steps to install ZfD on the network:

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

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

- 3** Continue with the installation until you get to the Setup Type dialog box > select the Custom option > click Next.
- 4** Check Copy Clients to the Network > ensure that all other options are checked > click Next.
- 5** Select all options from the components list > click Next.
- 6** Select the server(s) from the list where you intend to install ZfD > click Next.  
**HINT:** You should install ZfD on servers where User objects reside or on servers to which users authenticate.
- 7** Ensure that the appropriate language is selected > click Next.
- 8** To accept the configuration options you have chosen, click Next.
- 9** From the ZENworks Auto Registration dialog box, enter a context to grant workstation registration rights to all users in that context.  
For ZfD to create workstation objects in NDS, users of those workstations must be granted appropriate rights (ability to write a workstation registration entry to their container). The default context is [Root].  
If you choose not to grant rights now, you may do it later by selecting Prepare Workstation Registration from the Tools -Workstation Utilities menu in NetWare Administrator or by running the auto registration utility found in SYS:\PUBLIC\WIN32\WSRIGHTS.EXE.
- 10** Click OK twice to complete the installation.

## Task Four: Upgrading the End-User Workstations

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

**IMPORTANT:** During the installation of the Novell Client for Windows 95/98, you can click the Custom option and then click Remote Management to deploy the Remote Management Agent while you install the client. Do not use this method when you install the Novell Client for Windows NT. For more information about deploying the Remote Management Agent, see ["Installing or Upgrading the Remote Management Agent" on page 22](#).

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

## Upgrading the Novell Client

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

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

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

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

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

```
IF ACCESS_SERVER = "1" THEN GOTO EXIT
IF "WNT" = "%PLATFORM" THEN BEGIN
@\\<servername>\sys\public\client\winnt\i386\SETUPNW /ACU /U
END
IF "W95" = "%PLATFORM" THEN BEGIN
@\\<servername>\SYS\PUBLIC\CLIENT\WIN95\IBM_ENU\SETUP /ACU
END
END
EXIT:
```

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

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

## Installing or Upgrading the Remote Management Agent

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

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

- ◆ For Windows NT/2000 workstations, use the RemoteNT- ZEN 2 Application object.
- ◆ For Windows 95/98 workstations, use the Remote9X- ZEN 2 Application object.
- ◆ For Windows 3.x workstations, use the Remote16- ZEN 2 Application object.

For more information about distributing applications, click the *Application Distribution* link at the ZfD documentation Web site at

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

## Task Five: Configuring ZENworks for Desktops NDS Objects

Use NetWare Administrator (NWADMIN32.EXE) to create NDS objects and to complete other required setup tasks before you use ZfD to manage workstations. You can create a shortcut to the program in the SYS:\PUBLIC\WIN32 directory and place it on your desktop.

The following steps are explained in more detail in the *Installation and Setup Tasks* section of the *ZfD Installation and Upgrade Guide*, available on the ZENworks for Desktops 2 CD.

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

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

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

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

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

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

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

**1** Run NetWare Administrator.

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

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

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

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

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

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

- ♦ “Option 1: Using Application Object Templates to Run the Inventory Scanner” on page 25.
- ♦ “Option 2: Using the Container Login Script” on page 26.



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

Two Application Object Template (AOT) files are available to help you integrate ZfD and ManageWise 2.7. The Application objects, which are created from these AOT files, are designed to run the ManageWise Inventory scanner on a workstation, enabling it to be remotely controlled from the ManageWise Console.

- ◆ The Application object created from the MWINV9X.AOT file runs the ManageWise Inventory scanner for Windows 95/98 workstations. In order for this application object to work, you must change the value of the SERVER\_NAME macro from "NeedMWServerNameHere" to the name of your ManageWise Database Server and add the command line

**P=IP**

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

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

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

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

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

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

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

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

**/S=managewise\_server\_name**

For detailed information on other options available for use with the ManageWise Inventory scanner programs, refer to the *Setup Guide* and *Desktop Management Guide* on the ManageWise product CD or visit the ManageWise documentation Web site at

[www.novell.com/documentation/lg/mwise27/docui/index.html](http://www.novell.com/documentation/lg/mwise27/docui/index.html)

## Option 2: Using the Container Login Script

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

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

Similarly, a ManageWise Group object is automatically created for non-NDS users during the ManageWise installation. For more information, see [“Task Six: Importing Workstations for Non-NDS Users into the ManageWise Database” on page 24.](#)

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

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

```
IF MEMBER OF "ZENWORKSGROUP" THEN
IF "WNT" = "%PLATFORM" THEN BEGIN
@\\<managewise_server_name>\sys\mw\ldt\ldisct /NTT<ip_
address_of_managewise_server> /
S="<managewise_server_name>" /V /
i=\\<managewise_server_name>\SYS\MW\LDT\ldappl.ini
END
IF "W95" = "%PLATFORM" THEN BEGIN
@\\<managewise_server_name>\sys\mw\ldt\wldiscan /
S="<managewise_server_name>" /V /P=IP /
i=\\<managewise_server_name>\SYS\MW\LDT\ldappl.ini
END
END
EXIT:
```

This sample is for use in a TCP/IP environment. For configuring in an IPX™ environment and other command line options, refer to the *Desktop Management Guide* on the ManageWise 2.7 product CD.

- 3 Click OK to save the login script.

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

## Task Eight: Remotely Controlling a Target Workstation from the ManageWise Console

To remotely control a target workstation from the ManageWise Console that has both ManageWise 2.7 and ZfD Remote Control Agents installed, follow this procedure:

- 1** Configure the target workstation with the ManageWise 2.7 Remote Control Agent and make sure that you can remotely control the workstation from the ManageWise Console.
- 2** Configure the same target workstation with the ZfD Remote Management Agent. This will require you to register and import the ZfD workstation. For more information, see the ZfD documentation Web site at

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

When you restart the Windows 95/98 workstation with the ZfD and ManageWise 2.7 Remote Control Agents, the following message will be displayed:

```
Another instance of Remote Management Agent is running,  
Agent9x will not proceed to load.  
  
Contact the System Administrator.
```

This error message indicates that the ZfD Remote Management Agent is loaded on the target workstation.

- 3** Make sure that you can remotely control the workstation from the ZfD Console in NetWare Administrator.
- 4** Log in as a member of the ManageWise group in the ManageWise server.

Logging in ensures that the scan information is sent to the ManageWise Inventory database with the following ZfD attribute information:

```
ZEN_DIST_NAME
```

and

```
ZEN_TREE_NAME
```

To view the inventory attributes and to make sure that the ZfD Remote Management Agent resides on the target workstation, from the Desktop Console > right-click the workstation > click Inventory.

Use the following procedure to remotely control the target workstation from the ManageWise Desktop Console:

- 1** Log in to the ZfD server.

- 2 Click the target workstation > Tools > Remote Control.
- 3 In the ZfD Server dialog box, type the ZfD server name > click OK.

**NOTE:** If you import the same target workstation from the ManageWise Segment Map and remotely control the workstation, the following message is displayed:

The operation is not supported for this node.

This message indicates that remote control operation is supported from the ManageWise Desktop Console only.

## Troubleshooting Interoperability Issues

Because components of the ZENworks Servers/Desktops/Networks bundle were originally designed as standalone products, some interoperability issues exist. This section provides some of the known issues and information about how to respond to these issues. The topics in the section include the following:

- ◆ “Controlling ManageWise in a Pure IP Environment with WUSER.EXE” on page 28
- ◆ “ManageWise NetExplorer Manager Fails to Connect to the Server” on page 29
- ◆ “Running WLDISCAN.EXE on a Novell Client Configured for IP Only” on page 29
- ◆ “Unable to Put the Network Board in Protected Mode When TWMON is Loaded Using ZENworks for Networks” on page 30
- ◆ “Network Monitor Does Not Interoperate with the CE100B Network Driver” on page 30
- ◆ “Cannot Remotely Control from NetWare Administrator” on page 31
- ◆ “Cannot Remotely Control ZENworks for Desktops Workstation from the ManageWise Console” on page 32

### Controlling ManageWise in a Pure IP Environment with WUSER.EXE

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

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

- ◆ If WUSER.EXE is loaded in the target workstation (Windows 98) with WUSER.INI specifying protocol=ipx, Remote Control works from the ManageWise 2.7 Console.
- ◆ If WUSER.EXE is loaded in the target workstation (Windows 98) with WUSER.INI specifying protocol=ip, Remote Control doesn't work from the ManageWise 2.7 Console. Even though the Viewing window appears in the ManageWise Console, a couple of smaller windows are displayed. One of the windows reads:

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

The other window reads

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

For more information about this troubleshooting issue, check the Novell Support Connection® Web site and search the Knowledgebase for TID 2946917 (<http://support.novell.com/cgi-bin/search/tidfinder.cgi?2946917>).

## ManageWise NetExplorer Manager Fails to Connect to the Server

While trying to connect to the ManageWise Server at login time, NetExplorer Manager (i.e. ManageWise Console) may minimize itself to an icon on the task bar and, when clicked, show a "not connected" status.

The condition can occur because of usage conflicts that occur on port 2000 between ManageWise 2.7 and CSATPXY.NLM in NetWare 5.x. If loaded, you should unload CSATPXY.NLM from the ManageWise Server before you run the NetExplorer Manager so that it will connect on port 2000.

For more information about this troubleshooting issue, check the Novell Support Connection Web site and search the Knowledgebase for TID 10050776 (<http://support.novell.com/cgi-bin/search/tidfinder.cgi?10050776>).

## Running WLDISCAN.EXE on a Novell Client Configured for IP Only

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

```
WLDISCAN.EXE /S=ip_address /P=IP
```

In this command, replace *ip\_address* with the IP address of the server where the inventory is to be sent.

For more information about this troubleshooting issue, check the Novell Support Connection Web site and search the Knowledgebase for [TID 2948375](http://support.novell.com/cgi-bin/search/tidfinder.cgi?2948375) (<http://support.novell.com/cgi-bin/search/tidfinder.cgi?2948375>).

## Unable to Put the Network Board in Protected Mode When TWMON is Loaded Using ZENworks for Networks

The Novell Network Monitor (TWMON) puts the first network card or driver it recognizes into protected mode (PMode). If you load VPTUNNEL.LAN or PPRNS.LAN before TWMON, or if a WAN card and not a public network card is in slot 1, the public card will not be placed in PMode.

To avoid this situation, be sure that the public card is in slot 1, and that you load TWMON before loading any logical network drivers.

## Network Monitor Does Not Interoperate with the CE100B Network Driver

The ZENworks for Networks Monitor agent does not display information if used in conjunction with CE100B.LAN driver that ships with NetWare 5.1. You should replace this driver with a newer version of the CE100B.LAN driver that shipped with the International release of NetWare 5.1.

You can also obtain this driver from the Intel Web site at

<http://support.intel.com/support/network/adapter/pro100/pro100b/software.htm>

To get the driver, click the *PRO/100+ DriverDisk Software Release 3.7 [100PDISK.EXE]* link on the Web page.

When you download and extract the 100PDISK.EXE compressed file to a download directory, you will note that it contains these files:

- ◆ CE100B.LAN 1/31/2000 v1.67
- ◆ CE100B.LDI 9/30/99

You will need to copy only the CE100B.LAN file from the download directory to the SYS:\SYSTEM directory on the server.

## Cannot Remotely Control from NetWare Administrator

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

### Possible Causes

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

### Action

Run WSREGxx.EXE (register the workstation again).

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

### Possible Cause

You may be running the agent provided with ManageWise 2.7.

### Action

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

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

### Explanation

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

### Action

Check the Workstation and User object settings.

# Cannot Remotely Control ZENworks for Desktops Workstation from the ManageWise Console

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

## Possible Causes

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

## Action

Run WSREGxx.EXE (register the workstation again) and then rescan the workstation for the correct workstation inventory information. For more information, refer to the *ManageWise 2.7 Desktop Management Guide* at the ManageWise 2.7 documentation Web site at

[www.novell.com/documentation/lg/mwise27/docui/index.html](http://www.novell.com/documentation/lg/mwise27/docui/index.html)

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

## Explanation

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

## Action

Check the Workstation and User object settings.