



ZENworks 2020

What's New Reference

October 2019

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Contents

About This Guide	5
1 What's New in ZENworks 2020	7
1.1 New Platform Support	7
1.2 Unsupported Platforms and Features	8
1.2.1 Unsupported Platforms	8
1.2.2 No Support for the Promotion of 32-Bit Devices as Satellite Servers	8
1.3 Security (Patch Management, ZFDE and ZESM)	8
1.3.1 Patching Software Security Vulnerabilities Using CVEs	9
1.3.2 New Security Getting Started Pages	9
1.3.3 User Interface-related Changes	9
1.3.4 Security Dashboard	10
1.3.5 Initiate Patch Scan Quick Task	11
1.3.6 Apply Patches on Shutdown	11
1.3.7 Endpoint Security	11
1.4 ZENworks Configuration Management	11
1.4.1 Installation and Upgrade	12
1.4.2 Bundle Management	12
1.4.3 Mobile Management	13
1.4.4 Preboot Imaging	13
1.4.5 Remote Management	14
1.4.6 Device Management	14
1.4.7 ZENworks Agent	15
1.4.8 Database Management	15
1.4.9 Additional Features	16
1.5 Reporting	16
1.5.1 Support for the Vertica Domain in Reporting	16

About This Guide

This *ZENworks What's New Reference* describes the new features in the ZENworks 2020 Update 1 release. The guide includes the following sections:

- ♦ [Chapter 1, “What’s New in ZENworks 2020,” on page 7](#)

Audience

This guide is intended for ZENworks administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **comment on this topic** feature at the bottom of each page of the online documentation.

Additional Documentation

ZENworks is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks Documentation](#) website.

1 What's New in ZENworks 2020

The following sections describe the new features and enhancements in ZENworks 2020:

- ♦ [Section 1.1, “New Platform Support,” on page 7](#)
- ♦ [Section 1.2, “Unsupported Platforms and Features,” on page 8](#)
- ♦ [Section 1.3, “Security \(Patch Management, ZFDE and ZESM\),” on page 8](#)
- ♦ [Section 1.4, “ZENworks Configuration Management,” on page 11](#)
- ♦ [Section 1.5, “Reporting,” on page 16](#)

1.1 New Platform Support

The following new platforms are supported in this release:

- ♦ ZENworks Appliance: Based on the SLES 12 SP4 operating system

NOTE: By default, the ZENworks 2020 appliance is configured for use with the Vertica database. If you do not plan to use Vertica, you can change the configuration to suit your needs. For more information, refer to the [ZENworks 2020 System Requirements](#).

- ♦ Primary Servers:
 - ♦ Windows: Windows Server 2019
 - ♦ Linux: SLES 15 and SLES 15 SP1
- ♦ Managed Devices:
 - ♦ Windows: Windows 10 (version 1903)
 - ♦ Linux: RHEL 6.6 to 7.3, Scientific Linux 6.6 to 7.3, SLES/SLED 15, and SLES/SLED 15 SP1, OpenSUSE Leap 15 SP1.
- ♦ Database:
 - ♦ PostgreSQL 11.4 (embedded database)
 - ♦ PostgreSQL 11.1 (external database)
 - ♦ Microsoft SQL Server 2019
 - ♦ Oracle 18cR1 and Oracle 19c
- ♦ Administration Browser: Firefox ESR 60
- ♦ Mobile
 - ♦ iOS 13
 - ♦ Android 10

NOTE: For information on the supported platforms for this release, refer to the [ZENworks 2020 System Requirements](#).

1.2 Unsupported Platforms and Features

- ◆ [Section 1.2.1, “Unsupported Platforms,” on page 8](#)
- ◆ [Section 1.2.2, “No Support for the Promotion of 32-Bit Devices as Satellite Servers,” on page 8](#)

1.2.1 Unsupported Platforms

The following platforms are not supported by ZENworks 2020:

- ◆ Unsupported Primary Server Platforms
 - ◆ Windows 2008 and 2008 R2
 - ◆ RHEL (all versions)
 - ◆ Windows 2003
 - ◆ SLES 11 SP3 and earlier
 - ◆ SLES 12 SP2 and earlier
- ◆ Unsupported Satellite Server Platforms
 - ◆ Windows Vista
 - ◆ Windows XP
 - ◆ SLES 11 SP3 and earlier
 - ◆ SLED 11 SP3 and earlier
 - ◆ RHEL 6.8 and earlier
- ◆ Unsupported Database Platforms
 - ◆ Sybase Anywhere (all versions)
 - ◆ Oracle 11.x
 - ◆ Microsoft SQL Server 2008 versions (R2 and SP3)

1.2.2 No Support for the Promotion of 32-Bit Devices as Satellite Servers

ZENworks no longer allows you to promote a 32-bit device to the Satellite Server role or add a new role to an existing 32-bit Satellite Server. However, ZENworks will continue to support the existing 32-bit Satellite Servers.

1.3 Security (Patch Management, ZFDE and ZESM)

The new Security feature addresses the security challenges faced by most administrators by enabling them to quickly grasp the security status of their devices through a vulnerability-based view. Using this feature administrators can easily identify and remediate vulnerabilities that impact the devices in their zone. This is achieved by:

- ◆ [Section 1.3.1, “Patching Software Security Vulnerabilities Using CVEs,” on page 9](#)
- ◆ [Section 1.3.2, “New Security Getting Started Pages,” on page 9](#)

- ◆ [Section 1.3.3, “User Interface-related Changes,” on page 9](#)
- ◆ [Section 1.3.4, “Security Dashboard,” on page 10](#)
- ◆ [Section 1.3.5, “Initiate Patch Scan Quick Task,” on page 11](#)
- ◆ [Section 1.3.6, “Apply Patches on Shutdown,” on page 11](#)
- ◆ [Section 1.3.7, “Endpoint Security,” on page 11](#)

1.3.1 Patching Software Security Vulnerabilities Using CVEs

From a security perspective, the primary way of tracking software vulnerabilities is through Common Vulnerabilities and Exposures (CVEs) and ZENworks now allows you to track device vulnerabilities via CVEs. As the CVEs are mapped to patches, you can easily remediate the vulnerabilities without the need to manually select patches. The CVE dashlets can be used to remediate the vulnerabilities.

For more information, see the [CVE Reference](#).

1.3.2 New Security Getting Started Pages

The new Getting Started pages simplify the process of setting up and tracking security in your zone and enables you to remediate vulnerabilities through the application of patches on exploitable devices. Using this page you can mitigate vulnerabilities, and also encrypt and secure devices.

For more information, see [ZENworks Security Reference](#).

1.3.3 User Interface-related Changes

- ◆ The following UI changes have been made to enable administrators to easily navigate between all the security features provided by ZENworks:
 - ◆ The Patch Management, Device Encryption and Securing Devices features are now grouped together within the new Security tab.
 - ◆ The Management Zone settings has a new Security listing which includes the Patch Management and Endpoint Security configuration settings.
 - ◆ The Patch Management feature in the left navigation menu of ZCC has been replaced by the Security feature.
- ◆ View comprehensive information related to a selected patch: The Patch object page includes the following tabs:
 - ◆ Patch Information: Details about the patch, the CVEs addressed by the patch and the supersedence details of the patches, which are useful for reporting and for the purpose of investigation.

- ◆ Relationships: Information about the patch policies, remediation deployments and bundles associated with the selected patch.
- ◆ Devices: Information about the devices that are impacted by the patch, the time at which the last patch scan was performed, the patch status, the assigned remediations, the name of the source (ZENworks or Other) that installed the assignment and the time at which the assignment was installed on the device.
- ◆ View comprehensive information about the vulnerability status of a device: In the Devices page, you can view information related to the applicable patches, patch policy assignments and patch remediation assignments made to the device. You can also identify when patches were installed and whether they were installed by ZENworks or another source.

1.3.4 Security Dashboard

The new Security Dashboard enables you to monitor the vulnerability status of your zone and remediate the vulnerabilities through security dashlets. These dashlets can be customized to track important CVEs and Patches and their impact on your environment. The Security dashlets include:

- ◆ Patch Tracker: The Patch Tracker dashlet, enables you to track the status of a single patch or multiple, associated, patches and view the current patching status of the vulnerable devices. After identifying the vulnerable devices, you can use the Deploy Remediation quick task to apply the required patches on the devices. The Trend Chart within the Patch Tracker dashlet enables you to analyze and track the unpatched device trend for a specific time period.
- ◆ CVE Tracker: The CVE Tracker dashlet enables you to track a single or multiple, associated, CVEs based on the NVD-issued CVE IDs. For the specified CVEs you can track the total number of applicable devices and identify the devices that are still vulnerable. After identifying the vulnerable devices, you can use the Deploy Remediation quick task to apply the required patches on these devices. In the Vulnerability Trend section of the dashlet, you can analyze and track the vulnerability trend of the selected CVEs, for a specific time period.
- ◆ CVE Severity Distribution: The CVE Severity Distribution dashlet displays all the CVEs that are applicable to devices in the zone, grouped based on their severity. Based on your requirement, you can easily filter and sort the data in order to identify and prioritize the vulnerabilities that you need to address. To remediate the vulnerabilities, you can select the devices and then apply the required patches by performing the Deploy Remediation quick task.
- ◆ Top CVEs: The Top CVEs dashlet, by default, displays the top CVEs based on the most recently published CVEs. You can change the filters to display the top CVEs based on the most number of vulnerable devices, or based on the severity rating. Based on your requirement, you can easily filter and sort the data in order to identify and prioritize the vulnerabilities that you need to address. To remediate the vulnerabilities, you can select the devices and then apply the required patches by performing the Deploy Remediation quick task.

For more information, see the [ZENworks Patch Management Reference](#) and the [CVE Reference](#).

1.3.5 Initiate Patch Scan Quick Task

When you initiate this quick task for a selected device, ZENworks updates the Primary Server with the required patches for the selected device without waiting for a scheduled scan so that patches can be identified for caching and installation.

For more information, see the [Initiating a Patch Scan](#) section in the *ZENworks Patch Management Reference*.

1.3.6 Apply Patches on Shutdown

This feature enables administrators to deploy patch policies when the device is shutting down, thereby allowing the deployment of patches required by their organization, on end-user devices, without impacting the end-user's normal operations. Currently this feature is supported only for Windows managed devices.

For more information, see the [Patch Policy Reboot Behavior](#) section in the *ZENworks Patch Management Reference*.

1.3.7 Endpoint Security

The following Endpoint Security policies have the feature enhancements indicated:

- ◆ Microsoft Data Encryption: This policy has added management of Microsoft's Windows Encrypting File System (EFS), which adds the capability to encrypt fixed disk folders on managed devices. You can configure folders to be encrypted by default when the policy is applied and end users will be able to encrypt their own folders. Encrypted folders can also be public or private, dependent on whether they are default policy folders outside of a user's profile, or encrypted by the user in or outside of the user's profile. The feature also has a built-in and standalone recovery tool for administrator use in the event of a lost user password.
- ◆ Storage Device Control: This policy has added control of devices that identify as Windows Portable Devices (WPD). This includes the addition of an exception list that you can configure for WPD media.

1.4 ZENworks Configuration Management

- ◆ [Section 1.4.1, "Installation and Upgrade,"](#) on page 12
- ◆ [Section 1.4.2, "Bundle Management,"](#) on page 12
- ◆ [Section 1.4.3, "Mobile Management,"](#) on page 13
- ◆ [Section 1.4.4, "Preboot Imaging,"](#) on page 13
- ◆ [Section 1.4.5, "Remote Management,"](#) on page 14
- ◆ [Section 1.4.6, "Device Management,"](#) on page 14
- ◆ [Section 1.4.7, "ZENworks Agent,"](#) on page 15
- ◆ [Section 1.4.8, "Database Management,"](#) on page 15
- ◆ [Section 1.4.9, "Additional Features,"](#) on page 16

1.4.1 Installation and Upgrade

- ♦ [“Updated ZENworks Installer” on page 12](#)

Updated ZENworks Installer

The updated ZENworks 2020 installer enables you to first migrate the data from Sybase to PostgreSQL and then upgrade your Management Zone to ZENworks 2020. Following are the additional features introduced in the installer:

- ♦ **Change of Licensing:** In the new installer, you have an option to change from ZENworks Suite Licensing to Individual Licensing, or from Individual Licensing to ZENworks Suite Licensing.
- ♦ **ZENworks Diagnostic Center (ZDC) Check:** A new step is introduced in the upgrade flow to verify the health of the ZENworks and Audit databases before upgrading the Management Zone.
- ♦ **Services Check:** A new step is introduced to check if ZENworks services are stopped on all Primary Servers in the Management Zone. If services are not stopped, then an error window is displayed with the file location that lists all the Primary Servers on which services are still running.

For more information, see the [ZENworks Server Installation](#) guide.

1.4.2 Bundle Management

In this release ZENworks introduces the Bundle Dashboard feature along with some bundle feature enhancements:

- ♦ [“Bundle Dashboard” on page 12](#)
- ♦ [“Cleanup of Older Bundle Versions” on page 13](#)
- ♦ [“Install Executable Action” on page 13](#)

Bundle Dashboard

Some of the main benefits of the Bundle Dashboard feature include:

- ♦ You can now monitor the accurate assignment, distribution, install and launch statuses of a bundle using the new Bundle Status dashlets.
- ♦ The Bundle dashlets provide the status information faster as the status information is sent directly to Primary Servers instead of through the Collection framework.
- ♦ These dashlets track the complete status of both parent and child bundles in dependency chains along with the version-specific status for assignment, distribution, install and launch.
- ♦ Status versioning improves the status accuracy by automatically reconciling statuses when the device is re-imaged or when the cache is cleared.
- ♦ The dashlet data is optimized and compressed to ensure minimal bandwidth usage.

For more information, see the [Accessing the Bundle Dashboard](#) section in the *ZENworks Software Distribution Reference*.

Cleanup of Older Bundle Versions

A setting is now available in ZCC that enables you to cleanup older bundle versions thereby ensuring that space is not occupied by unwanted, older versions of bundles.

Install Executable Action

The Install Executable action allows administrators to upload an executable and specify the launching options. The executable and related files are then downloaded to the managed device and directly launched on the device. The ability to install and launch an application with a single action, simplifies the process for administrators.

For more information, see the [Action - Install Executable](#) section in the *ZENworks Software Distribution Reference*.

1.4.3 Mobile Management

- ♦ [“Support for the iOS Update Bundle”](#) on page 13

Support for the iOS Update Bundle

Using the new iOS Update bundle, you can deploy iOS updates to your managed iOS device fleet, using ZENworks.

For more information, see the [Distributing iOS/iPadOS Update Bundles](#) section in the *ZENworks Mobile Management Reference*.

1.4.4 Preboot Imaging

- ♦ [“Support for Mac Imaging”](#) on page 13

Support for Mac Imaging

The NetBoot Service feature enables administrators to use the existing ZENworks Primary and Satellite Servers (upgraded to ZENworks 2020) as Apple NetBoot servers and assign NetBoot, NetRestore and NetInstall images to Apple Mac devices by using the MAC address and model details.

For more information, see the *ZENworks Preboot Services and Imaging Reference*.

1.4.5 Remote Management

- ♦ [“New Remote Management Viewer” on page 14](#)

New Remote Management Viewer

ZENworks provides you now with a new, upgraded Remote Management (RM) viewer. The new RM viewer has limited features but it provides better performance while remote controlling devices. Hence, you can now choose to use the old or new viewer based on your requirements. In this release only experimental support is provided for the new RM Viewer.

For more information, see the [ZENworks Remote Management Reference](#).

1.4.6 Device Management

- ♦ [“Windows 10 MDM Support” on page 14](#)
- ♦ [“Collection Rollup over SSL” on page 14](#)

Windows 10 MDM Support

Administrators can now manage Windows 10 devices using the Windows 10 MDM agent. With the Windows MDM Bulk Enrollment feature, you can bulk enroll Windows 10 devices to ZENworks using a provisioning package, with minimal user involvement. This feature is still under development and only experimental support is provided in this release.

For more information, see the [Windows 10 MDM Enrollment Reference](#).

Collection Rollup over SSL

This feature enables Collection Roll up on Satellite Servers over SSL. You can choose to enable SSL for each Collection Satellite Server that you promote. When the Collection role is promoted with SSL, the Satellite Server allows its managed devices to communicate with the Satellite Servers through HTTPS. The Satellite and Primary Server communication will also happen through HTTPS after the Satellite Server is upgraded to ZENworks 2020. This feature is backward compatible. Hence, even for managed device prior to ZENworks 2020, the collection rollup will be done over SSL using the configured Satellite Servers.

The Closest Server Rule for Collection on the managed device is changed to HTTPS URLs, over the SSL port

For more information, see the [Collection Role](#) section in the [ZENworks Primary Server and Satellite Reference](#).

IMPORTANT: In this release, Collection Rollup is not supported over SSL, on Mac Satellite Servers using an external Certificate Authority.

1.4.7 ZENworks Agent

- ♦ [“Set Bundles as Favorites in ZENworks Application \(ZAPP\)” on page 15](#)
- ♦ [“View the Status of the ZENworks Updater Service \(ZeUS\) in ZCC” on page 15](#)
- ♦ [“Show Meaningful Activity for a Bundle on a Device” on page 15](#)

Set Bundles as Favorites in ZENworks Application (ZAPP)

Using the ZENworks Explorer Configuration policy, you can set specific bundles as favorites in the ZAPP window. These bundles can be viewed in the favorites folder displayed in the left pane of the ZAPP window and in the ZENworks Explorer window. Using the ZENworks Explorer Configuration policy, you can also set a folder (All, Favorites, or Last) as the default folder when the ZAPP window is opened.

For more information, see the [ZENworks Application 2020](#) guide.

View the Status of the ZENworks Updater Service (ZeUS) in ZCC

It is now possible to view within ZCC, if ZeUS is active on the device or not. This feature enables you to retrieve accurate information about devices that are not reachable.

NOTE: For more information, see the [Viewing and Updating the Managed Device Details](#) section in the [ZENworks Discovery, Deployment, and Retirement Reference](#).

Show Meaningful Activity for a Bundle on a Device

Bundle Activity on a device now displays, more accurate progress, by displaying the action set names that are being executed, even for the child bundles. Thereby ensuring that the end user is provided a more exact status of the bundle activity. This feature allows customers to see the currently running action and bundle icon in the progress window. The Show Bundle Activity window displays the same information that the ZAPP progress window displays, even for the child bundles.

1.4.8 Database Management

- ♦ [“Automatic backup of Embedded PostgreSQL DB” on page 15](#)
- ♦ [“Performance Upgrade Using Vertica” on page 16](#)
- ♦ [“Database Migration Tool” on page 16](#)

Automatic backup of Embedded PostgreSQL DB

As part of this release, a new recurring queue action is introduced which will take weekly backups of the embedded ZENworks database. By default, the Audit database is not backed up. However, it can be configured, if required. The backup is scheduled for every Sunday, at 12 p.m. However, you can override this schedule and configure a new schedule and change the location of the backup file, if required.

For more information, see the [ZENworks 2020 System Backup](#) guide.

Performance Upgrade Using Vertica

ZENworks now lets you leverage the capabilities of the Vertica database to enhance the scalability and performance of the status components. As Vertica provides faster query performance and scalability while analyzing large volumes of data, any delays that you might face while querying for data in the dashlets can be reduced by enabling Vertica in your zone. Also, to view historical trending data within the Patch Tracker and CVE Tracker dashlets you need to have Vertica enabled in the zone. ZENworks provides Vertica as an optional component, which is available only on ZENworks appliances.

For more information, see the [Vertica Reference](#).

Database Migration Tool

ZENworks 2020 onwards, the Sybase database will no longer be supported, and the Sybase data will have to be migrated to any other ZENworks supported database. Using the new Database Migration tool, the Sybase database can be easily migrated to PostgreSQL. The migration tool can be accessed from the Micro Focus Customer Center. For more information, see [Database Migration from Sybase to PostgreSQL](#).

1.4.9 Additional Features

This release also includes the following features:

- ♦ [“Memory Calibration Tool” on page 16](#)

Memory Calibration Tool

ZENworks provides a new Configure action that will calibrate and allocate the appropriate memory for all ZENworks processes running on an Appliance or Non-appliance server, based on the available device memory. Using this tool you can also identify the current memory calibration for all services running on the selected server.

For more information, see the [Managing Vertica Memory Requirements](#) section in the *Vertica Reference* and the [Managing Memory Requirements on the ZENworks Server](#) section in the *ZENworks Upgrade Guide*.

1.5 Reporting

- ♦ [Section 1.5.1, “Support for the Vertica Domain in Reporting,” on page 16](#)

1.5.1 Support for the Vertica Domain in Reporting

ZENworks Reporting now supports the Vertica domain for the Patch and Bundle statuses.

For more information, see the [ZENworks Reporting Universe Objects and Predefined Reports Reference](#).