System Update (11.3.1) for ZENworks 11 SP3 Readme

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The information in this Readme pertains to the 11.3.1 system update for ZENworks 11 SP3.

1 Important Reasons to Update to ZENworks 11.3.1

This update fixes some of the issues discovered in previous ZENworks releases and also includes new features.

1.1 New Features

Version 11.3.1 includes the following new features:

1.1.1 Copy Relationships from One Device to Another Device

This feature allows you to copy the relationships of one device (Policies, Bundles, Device Group Membership) to another target device or set of target devices. The target could be devices, device groups, and device folders.

1.1.2 IP Address Filter Condition for the Registry Key Value

In this release, the IP Address is included as a new filter condition to the *Registry Key Value* under *System Requirements,* in order to allow subnet comparison. This is available for both the Windows Bundles and Policies.

1.1.3 Restrict New IP Addresses by Default

This is a new check box included in the Restrict IP Addresses page. Check this box if you want the newly added IP addresses of the server to be moved to the *Restricted IP Addresses* list automatically, so that they are not visible to the ZENworks agent.

If there is only one IP Address in the visible IP addresses list, do not move it to the *Restricted IP Addresses* list. This is because the ZENworks agent must be able to see at least one IP address of the server.

1.1.4 Requesting a Remote Session by Using a zac Command When There is no Z-icon on the Managed Device

In the absence of Z-icon, you can now use the `zac rrs` or `zac request-remote-session` command to request a remote management session from the managed device. This command is available on Windows managed devices with ZENworks 11.3.1 and later.

1.1.5 Right for Registering, Re-Registering, or Un-Registering a Device

An administrator can use the `zac` command to assign rights to other administrators (users) to register, re-register, or un-register a device from the Management Zone.

1.1.6 ZENworks Imaging Supports 32-bit UEFI Device Imaging Through Third-Party Imaging and also Includes Performance-Related Improvements

ZENworks imaging now supports 32-bit UEFI device imaging through Third-Party Imaging.

ZENworks Imaging also includes the following performance improvements:

- The Multicast Imaging performance has been enhanced.
- Imaging with the legacy NTFS driver has been improved to make the process faster.

2 Planning to Deploy Version 11.3.1

Use the following guidelines to plan for the deployment of ZENworks 11.3.1 in your Management Zone:

- Prior to installing the System Update, ensure that you have adequate free disk space in the following locations:

Location	Description	Disk Space
Windows: `%zenworks_home%\install\downloads` **Linux:** `opt/novell/zenworks/install/downloads`	In the `Downloads` folder to maintain agent packages.	3 GB
Windows: `%zenworks_home%\work\content-repo` **Linux:** `/var/opt/novell/zenworks/content-repo`	In the `content-repo` folder to import the zip file to the content system.	3 GB
Agent Cache	To download the applicable System Update contents that are required to update the ZENworks server.	1.5 GB
Location where the System Update file is copied. **NOTE:** This is only applicable for the ZENworks Server that is used to import the System Update zip file.	To store the downloaded System Update zip file.	3 GB

- ◆ You must deploy version 11.3.1 first to the Primary Servers, then to Satellites, and finally to managed devices. Do not deploy this update to managed devices and Satellites (or deploy new 11.3.1 Agents in the zone) until all Primary Servers in the zone have been upgraded to 11.3.1.

  NOTE: When the agents start communicating with the ZENworks servers before the Primary Servers are upgraded, the agents receive inconsistent data that might impact the zone. Therefore the Primary Servers should be upgraded within a short duration, ideally within few minutes of each other.

- ◆ You can directly deploy version 11.3.1 to Primary Servers that have ZENworks 11.3.0, 11.3.0a, Win 8.1 for 11.3.0, Win 8.1 for 11.3.0a or 11.3.0 FRU1 installed.

  The system reboots once after you upgrade to ZENworks 11.3.1. The reboot is applicable only for Windows devices. However, a double reboot is required in the following scenarios:

- ◆ The Update For ZENworks 11 SP3 (11.3.1) supercedes Windows 8.1 Update for ZENworks (11 SP3) and FTF Roll Up 1 for ZENworks 11 (SP3).

Table 1 *Double Reboot Scenarios*

Scenario	ZENworks Endpoint Security	Full Disk Encryption	Location Services	Client Self Defence
Upgrade from 10.3.4 or above to 11.3.1	Disabled	Disabled	Lite	Enabled
Fresh Install of 11.3.1	Disabled	Disabled	Lite	Enabled
Fresh Install of 11.3.1	Disabled	Disabled	Full	Enabled

IMPORTANT: : Any managed device running versions prior to 10.3.4 must first be upgraded to at least ZENworks 10.3.4.

The system reboots after the upgrade to ZENworks 10.3.4 and then reboots again when the 11.3.1 update is deployed.

Table 2   *ZENworks Cumulative Agent Update to 11.3.1: Supported Paths*

Managed Device Type	Operating System	Supported Versions	Unsupported Versions
Primary Server	Windows/Linux	v11.3.*x* and later versions	Any version prior to 11.3.x
Satellite Server	Windows/Linux/Mac	v10.3.4 and later versions	Any version prior to 10.3.4
Managed Device	Windows	v10.3.4 and later versions	Any version prior to 10.3.4
	Linux	v11.0 and later versions	NA
	Mac	v11.2 and later versions	NA

- ◆ You can directly deploy ZENworks 11.3.1 to Satellites and Managed devices that have ZENworks 10.3.4, 11.0.0, 11.1.0, 11.2.0, 11.2.0 MU1, 11.2.0 MU2, 11.2.1, 11.2.1 MU1, 11.2.1 MU2, 11.2.2, 11.2.2 MU1, 11.2.2 MU2, 11.2.3a, 11.2.3a MU1, 11.2.4, 11.2.4 MU1, 11.3.0, 11.3.0a, Win 8.1 for 11.3.0, Win 8.1 for 11.3.0a or 11.3.0 FRU1 installed.

3   Downloading and Deploying Version 11.3.1

For instructions on downloading and deploying version 11.3.1 as an update, see *ZENworks 11 SP3 System Updates Reference*.

If your Management Zone consists of Primary Servers with a version prior to ZENworks 11 SP3, you can deploy version 11.3.1 to these Primary Servers only after all of them have been upgraded to ZENworks 11 SP3. For instructions, see the *ZENworks 11 SP3 Upgrade Guide*.

For administrative tasks, see the Novell ZENworks documentation website (https://www.novell.com/documentation/zenworks113/).

NOTE: Ensure that you read Section 2, "Planning to Deploy Version 11.3.1," on page 2 before you download and deploy the 11.3.1update.

For the list of supported Managed Device and Satellite Server versions in a Management Zone with 11.3.1, see the following ZENworks support matrix table.

Table 3   *ZENworks Support Matrix*

Managed Device	Satellite Servers	Primary Servers
v10.3.4	v10.3.4, v11.0, v11.1, v11.2,v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v 11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4, v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1, 11.3.1	v11.3.1
v11.0	v11.0, v11.1, v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v 11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4, v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.1	v11.1, v11.2,v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v 11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1

Managed Device	Satellite Servers	Primary Servers
v11.2	v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v 11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2 MU1	v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, v 11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2 MU2	v11.2 MU2, v11.2.1, v11.2.1 MU1, v 11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2.1	v11.2.1, v11.2.1 MU1, v 11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a,11.3.0 FRU1, 11.3.1	v11.3.1
v11.2.1 MU1	v11.2.1 MU1, v 11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2.1 MU2	v11.2.1 MU2, v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2.2	v11.2.2, v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2.2 MU1	v11.2.2 MU1, v11.2.2 MU2, v11.2.3a, v11.2.3a MU1, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2.2 MU2	v11.2.2 MU2, v11.2.3a, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2.3a MU1	v11.2.3a MU1, v11.2.3a, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2.4	v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.2.4 MU1	v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.3.0	v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1	v11.3.1
v11.3.0 Windows 8.1 Update	v11.3.0a Windows 8.1 Update, 11.3.0 FRU1,11.3.1	v11.3.1
v11.3.0 FRU1	11.3.0 FRU1,11.3.1	v11.3.1

4 What's New

ZENworks 11.3.1 includes the following:

- Section 4.1, "Support for New Platforms," on page 6
- Section 4.2, "Administration Browser Support," on page 6
- Section 4.3, "Support for New Novell Client," on page 6

4.1 Support for New Platforms

In version 11.3.1, the following platforms are supported:

- Apple OS X 10.9.0 (Mavericks)
- Apple OS X 10.9.1
- Apple OS X 10.9.2
- RHEL 6.5

  This is supported only as a managed device and as a satellite, but not as a Primary Server.
- Scientific Linux 6.5

  This is supported only as a managed device and as a satellite, but not as a Primary Server
- Windows 2012 Server R2 Update 1
- Windows 8.1 Update 1 (Professional and Enterprise editions)

4.2 Administration Browser Support

In version 11.3.1, the following web browsers are supported:

- Internet Explorer 11
- Firefox 28, 29, and 30

4.3 Support for New Novell Client

This version supports Novell Client 2 SP3 IR7a for Windows 7 and Windows 8

5 Issues Resolved by Version 11.3.1

Some of the issues identified in the initial release of ZENworks 11SP3 have been resolved with this release. For a list of the resolved issues, see TID 7015288 in the Novell Support Knowledgebase (https://www.novell.com/support/kb/doc.php?id=7015288)

6 Continuing Issues in ZENworks 11.3.1

Some of the issues that were discovered in the original shipping version of ZENworks 11 SP3 have not yet been resolved. Review the following Readme documents for more information:

- ZENworks 11 SP3 Readme (https://svn.provo.novell.com/svn/documentation/zenworks/ zenworks113/frame/manuals/web_113/pdf/113/readme_zenworks113.pdf)
- ZENworks 11.3.Windows 8.1 (https://svn.provo.novell.com/svn/documentation/zenworks/ zenworks113/frame/manuals/web_113/pdf/113/readme_zenworks113_win81.pdf)

7 Known Issues in Version 11.3.1

7.1 Update of a Windows Managed Device Appears to Stop at 92% Complete

When updating the ZENworks Adaptive Agent on a Windows managed device, the percentage complete reaches 92% and might not change for a significant amount of time (20 minutes or more). At this point, the update program is attempting to shut down ZENworks services running on the device, which can take some time. Let the update continue to run and it will complete.

7.2 In a Multicast Imaging Session, the Start Time-Out Counter is Calculated Based on When the Last Client Joins the Session

The time-out duration for starting a multicast imaging session is calculated from the time the last client joins the multicast session. Ideally, the start time-out duration should be calculated from the time the first client joins the session.

If the specified number of clients have not joined the session, wait for the specified time-out duration to start the multicast imaging session.

7.3 On Linux Devices, Uninstall the Existing Version of Novell ZENworks Fileupload Plug-In Before Installing or Upgrading to the Latest Version

On Linux devices, the upgraded Novell ZENworks fileupload plug-in (from 11.3 to 11.3.1) will not work if you do not uninstall the existing version of Novell ZENworks fileupload plug-in (11.3) before installing or upgrading to the latest version (11.3.1).

7.4 ZENworks Configuration Management 11.3 Media Upgrade Fails on a Linux Primary Server when the ISO is Mounted to Any Directory Under /root path or to the Path Named Upgrade

ZENworks Configuration Management 11.3 media upgrade on a Linux Primary Server fails if the ISO is mounted to any directory under the /root path or if it is mounted to a path named Upgrade.

Workaround: For more information see, TID 7014693 (https://www.novell.com/support/kb/doc.php?id=7014693).

7.5 The Icon of a Demoted Satellite with the Imaging Role Does Not Change

If the icon of a demoted satellite with the imaging role does not change, refresh the device.

7.6 Data Encryption Crashes on Windows 8.x Devices with English (India) as the Region Format

The Data Encryption driver causes Windows 8.x devices that use English (India) for the Region Format setting to crash.

Workaround: This issue will be fixed in a future release. In the meantime, modify the device's registry as explained in the following steps:

1 Access the device's Windows registry.

   If the device has crashed and the operating system will not boot, use a boot disk utility to access the registry.

2 Locate the following key:

   `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ZesOCC`

3 If the `ZesOCC` key has a `ReparseExclusions` value, double-click the value, add `\WINDOWS\SYSTEM32\KBDINEN.DLL` as a new line in the *Value Data* field, then click *OK* to save the value.

   or

   If the `ReparseExclusions` value does not exist, right-click the `ZesOCC` key, click *New > Multi-String Value*, then use the following information to create the value:

   Value Name: ReparseExclusions

   Value Data: `\WINDOWS\SYSTEM32\KBDINEN.DLL`

4 Save the registry changes.

5 Apply a Data Encryption policy to the device.

   or

   If a policy is already applied, reboot the device to its operating system.

7.7 The Remote Control Dialog Appears Several Times During Remote Operation from a 64-bit Windows 8 Device with IE 10

If you remote control a managed device from a 64-bit Windows 8 device that has the Internet Explorer 10 browser, the remote control dialog appears several times.

7.8 The Interrupted Background Activation of System Update Entitlement will not Restart Automatically

The activation of System Update Entitlement in the background will fail abruptly if the ZENworks Primary Server is shut down or if ZENworks services are stopped or restarted while the background activation is in progress. The activation will not automatically restart after the ZENworks Primary Server is up and the ZENworks Services are restored. Even if the retry is initiated again, the background activation will not start.

7.9 Unable to Restore a Local Image That is Created Using a Tuxera Driver and Which Has a File Size Larger Than 3GB

When you try to restore an image locally from a mounted partition, it hangs indefinitely under the following conditions:

- If the image is created using the Tuxera driver
- If the image includes files that are larger than 3 GB

Workaround: Use the legacy driver for creating and restoring the local image.

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