

# System Update (11.3.2) for ZENworks 11 SP3 Readme

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Novell.

The information in this Readme pertains to the 11.3.2 system update for ZENworks 11 SP3.

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## 1 Important Reasons to Update to ZENworks 11.3.2

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

- ◆ [Section 1.1, "New Features," on page 1](#)

### 1.1 New Features

Version 11.3.2 includes the following new features:

- ◆ [Section 1.1.1, "The License Product Allocation Details report," on page 1](#)
- ◆ [Section 1.1.2, "The environment variables resolved in user context," on page 1](#)

#### 1.1.1 The License Product Allocation Details report

ZENworks Reporting now allows you to generate a License Product Allocation Details report. This report lists the allocation and installation details for all the licensed products. The report also displays the installation details, such as Device Name, IP Address of the Device, Last Usage Date, Site, and Inventory Scan.

#### 1.1.2 The environment variables resolved in user context

ZENworks now provides an option to resolve the environment variables in the user context (that are specified in the registry edit value) even when the action is set to run as *System*; this is possible only if you select the *Resolve the environment variables specified in registry edit value in the user context* check box in the *Advanced* page of the Edit Action-Registry Edit dialog.

## 2 Planning to Deploy Version 11.3.2

Use the following guidelines to plan for the deployment of ZENworks 11.3.2 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
<b>Windows:</b> %zenworks_home%\install\downloads <b>Linux:</b> opt/novell/zenworks/install/downloads	In the Downloads folder to maintain agent packages.	3 GB
<b>Windows:</b> %zenworks_home%\work\content-repo <b>Linux:</b> /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.	To store the downloaded System Update zip file.	3 GB
<b>NOTE:</b> This is only applicable for the ZENworks Server that is used to import the System Update zip file.		

- ◆ You must deploy version 11.3.2 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 11.3.2 Agents in the zone) until all Primary Servers in the zone have been upgraded to 11.3.2.

**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 11.3.2 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, 11.3.0 FRU1, 11.3.1, or 11.3.1 FRU1 installed.  
The system reboots once after you upgrade to ZENworks 11.3.2. The reboot is applicable only for Windows devices. However, a double reboot is required in the following scenarios:
  - ◆ The Update For ZENworks 11 SP3 (11.3.2) supercedes ZENworks 11.3.0, 11.3.0a, Win 8.1 for 11.3.0, Win 8.1 for 11.3.0a, 11.3.0 FRU1, 11.3.1, or 11.3.1 FRU1.

*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 11.3.2	Disabled	Disabled	Lite	Enabled
Fresh Install of 11.3.2	Disabled	Disabled	Lite	Enabled
Fresh Install of 11.3.2	Disabled	Disabled	Full	Enabled

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**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 11.3.2 update is deployed.

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**Table 2** ZENworks Cumulative Agent Update to 11.3.2: 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 11.3.2 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, 11.3.0 FRU1, 11.3.1, or 11.3.1 FRU1 installed.

### 3 Downloading and Deploying Version 11.3.2

For instructions on downloading and deploying version 11.3.2 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 11.3.2 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 \(https://www.novell.com/documentation/zenworks113/\)](https://www.novell.com/documentation/zenworks113/).

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**NOTE:** Ensure that you read [Section 2, “Planning to Deploy Version 11.3.2,” on page 2](#) before you download and deploy the 11.3.2 update.

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#### **Do not deploy ZENworks\_11.3.2\_Update.zip until all Primary Servers and Satellites in the zone have been upgraded to ZENworks 11 SP3**

This update requires schema changes to be made to the database. As such, only one primary server should have its services running during the initial patch installation so that other primaries are not trying to access the tables being changed in the database.

After the Master or dedicated primary server has been updated, the remaining servers can restart their services and apply the update simultaneously.

For the list of supported Managed Device and Satellite Server versions in a Management Zone with 11.3.2, see the following ZENworks support matrix table.

**Table 3 ZENworks Support Matrix**

<b>Managed Device</b>	<b>Satellite Servers</b>	<b>Primary Servers</b>
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, 11.3.1 FRU1,11.3.2	v11.3.2
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, 11.3.1 FRU1,11.3.2	v11.3.2
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, 11.3.1 FRU1,11.3.2	v11.3.2
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, 11.3.1 FRU1,11.3.2	v11.3.2
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, 11.3.1 FRU1,11.3.2	v11.3.2
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, 11.3.1 FRU1,11.3.2	v11.3.2
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, 11.3.1 FRU1,11.3.2	v11.3.2
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, 11.3.1 FRU1,11.3.2	v11.3.2
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, 11.3.1 FRU1,11.3.2	v11.3.2
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 FRU1,11.3.1,11.3.1 FRU1,11.3.2	v11.3.2
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 FRU1,11.3.1,11.3.1 FRU1,11.3.2	v11.3.2

Managed Device	Satellite Servers	Primary Servers
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, 11.3.2	v11.3.2
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, 11.3.1 FRU1,11.3.2	v11.3.2
v11.2.4	v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1,11.3.1 FRU1,11.3.2	v11.3.2
v11.2.4 MU1	v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1,11.3.1 FRU1,11.3.2	v11.3.2
v11.3.0	v11.3.0a, Windows 8.1 Update for v11.3.0a, 11.3.0 FRU1,11.3.1,11.3.1 FRU1,11.3.2	v11.3.2
v11.3.0 Windows 8.1 Update	v11.3.0a Windows 8.1 Update, 11.3.0 FRU1,11.3.1,11.3.1 FRU1,11.3.2	v11.3.2
v11.3.0 FRU1	11.3.0 FRU1,11.3.1,11.3.1 FRU1,11.3.2	v11.3.2
v11.3.1	11.3.1,11.3.1 FRU1,11.3.2	v11.3.2
v11.3.1 FRU1	11.3.1 FRU1,11.3.2	11.3.2

## 4 What's New

### 4.1 Support for New Platforms

In version 11.3.2, the following platforms are supported:

- ♦ Mac 10.9.4 and 10.10 (Yosemite)

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**IMPORTANT:** After Macintosh device is upgraded to 10.10 version, re-install Java 1.6 version.

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- ♦ Experimental support for Windows 10 Tech Preview

With the release of the Microsoft Windows 10 Tech Preview operating system, ZENworks 11.3.2 is providing experimental support for this operating system.

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**IMPORTANT**

- ♦ Only a new installation of the ZENworks agent on Windows 10 Tech Preview has been tested.
  - ♦ Features such as Imaging, Remote Management proxy, and Inventory might not work as expected.
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The following scenarios have been verified:

- ♦ ZENworks Agent installation and registration
- ♦ ZENworks Server Authentication through LDAP (Username/Password) in Credman and CredProvider mode
- ♦ Bundle system requirements
- ♦ Quick task
- ♦ Bundle Management (Bundle actions: prompt, launch, and restart-shutdown)

- ◆ Policy Management (Browser Bookmark policy)
- ◆ Metro and the toast notification handling
  - ◆ In logon failure scenarios, toast notifications are displayed along with the error messages.
  - ◆ `DisplayMessage` action indicates messages as toast.
- ◆ In NAL, applications are displayed as normal files or folders on the system. Applications can be dragged to any location and perform all the operations.
- ◆ If you click the ZENworks icon in the Start menu, the properties dialog is displayed.
- ◆ **Imaging:**
  - ◆ The *Clear* and *Edit* options in `ziswin.exe` are working as expected; however, the Viewing history option might not work as expected.
  - ◆ All system information such as Hostname/netbios name, network, and device settings are updated to ZISD (ZENworks Image Safe Data) as expected.
  - ◆ Promoted as an Imaging satellite and all the imaging services are running as expected.
    - ◆ `Novell-pbserv`
    - ◆ `Novell-tftp`
    - ◆ `Novell-zmgprebootpolicy`
    - ◆ `Novell-proxydhcp`
  - ◆ Verified the ZENworks imaging role from the satellite.

## 4.2 Administration Browser Support

In version 11.3.2, the following web browsers are supported:

- ◆ Firefox ESR version 31.0
- ◆ Firefox version 31.0 and 32.0

## 4.3 Support for New Novell Client

This version supports Novell Client 2 SP3 IR9 for Windows 7 and Windows 8.

# 5 Issues Resolved by Version 11.3.2

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 7015776 in the [Novell Support Knowledgebase \(https://www.novell.com/support/kb/doc.php?id=7015776\)](https://www.novell.com/support/kb/doc.php?id=7015776)

# 6 Continuing Issues in ZENworks 11.3.2

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

- ◆ [ZENworks 11 SP3 Readme](#)
- ◆ [ZENworks 11 SP3 Windows 8.1 Readme](#)
- ◆ [ZENworks 11.3.1 Readme](#)

## 7 Known Issues in Version 11.3.2

- ♦ Section 7.1, “Unable to restore a local image that is created using a Tuxera Driver and which has a file size larger than 3GB,” on page 7
- ♦ Section 7.2, “Unable to install an additional Primary Server with an LDAP administrator account,” on page 7
- ♦ Section 7.3, “In Mozilla Firefox version 31 the sec\_error\_ca\_cert\_invalidPLATFORM error message is displayed,” on page 8
- ♦ Section 7.4, “The Forgotten Password Feature is not Supported,” on page 8
- ♦ Section 7.5, “During a remote operation on Windows 7 or later devices, the thumbnails of applications are not displayed,” on page 8
- ♦ Section 7.6, “For an existing product, when additional licenses are imported, the increased license count is not updated automatically,” on page 8
- ♦ Section 7.7, “The dynamic administrator user folders created under the Windows users directory do not get deleted,” on page 8
- ♦ Section 7.8, “The collection of software file Information might not work during the inventory scan, if some of the file attributes are not available or contain invalid characters,” on page 9
- ♦ Section 7.9, “The PBA is not deinitialized when removing a Disk Encryption policy from an Opal drive,” on page 9
- ♦ Section 7.10, “An error message is displayed while creating a DLU Policy,” on page 9
- ♦ Section 7.11, “Deleting a folder containing bundle objects might fail,” on page 9

### 7.1 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, the restoration 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 to create and restore the local image.

### 7.2 Unable to install an additional Primary Server with an LDAP administrator account

An error message is displayed while installing an additional Primary Server by using an LDAP administrator account.

Workaround: While installing an additional Primary Server, log into the Management Zone as a Zone Administrator and not as a user source-based administrative user.

### **7.3 In Mozilla Firefox version 31 the sec\_error\_ca\_cert\_invalidPLATFORM error message is displayed**

If the ZENworks Primary Server with an internal Certificate Authority (CA) is using Mozilla Firefox version 31, the `sec_error_ca_cert_invalidPLATFORM` error message is displayed.

Workaround: Use earlier versions other than the Mozilla FireFox version 31.x, or perform the following steps to enable the Mozilla Firefox version 31.x settings:

- 1 In the Mozilla Firefox address bar, type `about:config`.
- 2 Search for the `security.use_mozillapkix_verification` preference name.
- 3 Set the value to `false`.

### **7.4 The Forgotten Password Feature is not Supported**

From Windows 8 onwards, the Microsoft architecture has changed. Hence, the Forgotten Password feature that was provided by CLE (Client Login Extension) no longer works with ZENworks.

Workaround: None

### **7.5 During a remote operation on Windows 7 or later devices, the thumbnails of applications are not displayed**

When you try to remotely connect to Windows 7 or later devices on which the Mirage driver is disabled, the thumbnails of the applications that are grouped on the task bar are not displayed in the remote management console.

### **7.6 For an existing product, when additional licenses are imported, the increased license count is not updated automatically**

For an existing product, when you import additional licenses either by entering purchase records or by importing purchase orders, the increased license count is not updated automatically.

Workaround: For the selected licensed product, click *Action > Initialize Allocations* in the License Product page. The updated license count of the product is displayed in the *License Quantity* column.

### **7.7 The dynamic administrator user folders created under the Windows users directory do not get deleted**

After running Discover Applicable Updates or bundle actions with the executable security level set as *Dynamic Administrator*, the dynamic administrator user folders created under the Windows users directory do not get deleted.

Workaround: To delete the dynamic administrator user folders, you can either perform a general refresh on the managed device, or wait for the scheduled general refresh to be triggered.



## 7.8 The collection of software file information might not work during the inventory scan, if some of the file attributes are not available or contain invalid characters

If you select the *Collect Software File* during the inventory scan, the collection of software files might not work in the following scenarios:

- ♦ If there are no values for some of the file attributes (such as product name or manufacturer name)
- ♦ If some of the file attributes contain invalid characters

## 7.9 The PBA is not deinitialized when removing a Disk Encryption policy from an Opal drive

After removing a Disk Encryption policy from a device that has an Opal drive, the ZENworks PBA is not deinitialized. The result is that the user continues to be prompted to log in to the PBA each time the device boots.

Workaround: Complete the following steps to deinitialize the PBA:

1. In ZENworks Control Center, open the device object, go to the *Emergency Recovery* page, locate the most recent ERI file, then view the Admin password and record it.
2. On the device, go to the `c:\windows\nac\sbs` directory.
3. Launch `pbainit.exe`.
4. Follow the prompts to deinitialize the PBA, supplying the Admin password when prompted.
5. Shut down and restart the device.

## 7.10 An error message is displayed while creating a DLU Policy

When you create a Dynamic Local User (DLU) policy by adding a group from the *Not a member of* list to the *Member of* list, an error message is displayed.

Workaround: You can ignore the error message. To avoid receiving this error message, create a DLU policy without adding a group, edit the policy, then add the group.

## 7.11 Deleting a folder containing bundle objects might fail

Deleting a folder that contain bundle objects referred by other bundles might fail. You can delete a folder that does not contain any referred objects.

Workaround: None

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