Overview

ZENworks® 11 Support Pack 3

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Novell®

Contents

About This Guide

This *ZENworks 11 SP3 Overview* introduces the ZENworks products, explains the common system architecture that supports each of the products, and defines some of the common ZENworks terms. The information is organized as follows:

- Products (page 7): Introduces the products that make up the ZENworks 11 SP3 product family.
- System Architecture (page 9): Explains the common system architecture that supports all of the ZENworks 11 products.
- Terminology (page 13): Defines some of the common terms used in ZENworks 11 SP3.

Audience

This guide is intended for anyone who will install, configure, or manage any of the ZENworks 11 SP3 products.

Feedback

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

Additional Documentation

ZENworks 11 SP3 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 11 SP3 documentation web site (http://www.novell.com/documentation/zenworks113).

1 Products

Novell ZENworks 11 SP3 products make it easy for you to give employees exactly what they need to do their work, no matter where they are located. You can give each person the working environment he or she needs, secure the environment, and update the environment remotely through a single management console. The end result: you and your IT staff can be confident that every employee's device is properly equipped, secured, patched, and compliant.

Asset Management

Track software installation and usage data to determine licensing compliance.

For more information, see the ZENworks Asset Management product site.

Configuration Management

Distribute software; control desktop configuration through policies; image both new and existing devices; scan devices to collect hardware and software inventories; remotely manage devices; and migrate user accounts, application settings, and system settings from one device to another.

For more information, see the ZENworks Configuration Management product site.

Endpoint Security Management

Protect device ports against hackers, malware, protocol attacks, and more; encrypt data on internal and removable drives; restrict access to applications, control access to wireless access points; and control connectivity through LAN, modem, Bluetooth, infrared, 1394 (Firewire), and serial and parallel ports.

For more information, see the ZENworks Endpoint Security Management product site.

Full Disk Encryption

Protect data on devices by encrypting entire disks and enforcing user authentication prior to booting of the operating system.

For more information, see the ZENworks Full Disk Encryption product site.

Patch Management

Automate the collection, analysis, and delivery of software patches to devices.

For more information, see the ZENworks Patch Management product site.

The ZENworks 11 SP3 products are available for purchase separately or as a suite. If you purchase an individual ZENworks 11 SP3 product, such as Configuration Management, the other products are also installed, but are available only for an evaluation period of 60 days. Subsequently, you can activate any product by supplying a valid product license through the ZENworks management console.

For more information about ZENworks 11 SP3 products, see the ZENworks Endpoint Management site (http://www.novell.com/solutions/endpoint-management/products/).

2 System Architecture

All ZENworks 11 SP3 products use the same system architecture. This architecture consists of components such as Primary Servers, Satellite Servers, and managed devices. The components are organized into management domains, referred to as Management Zones.
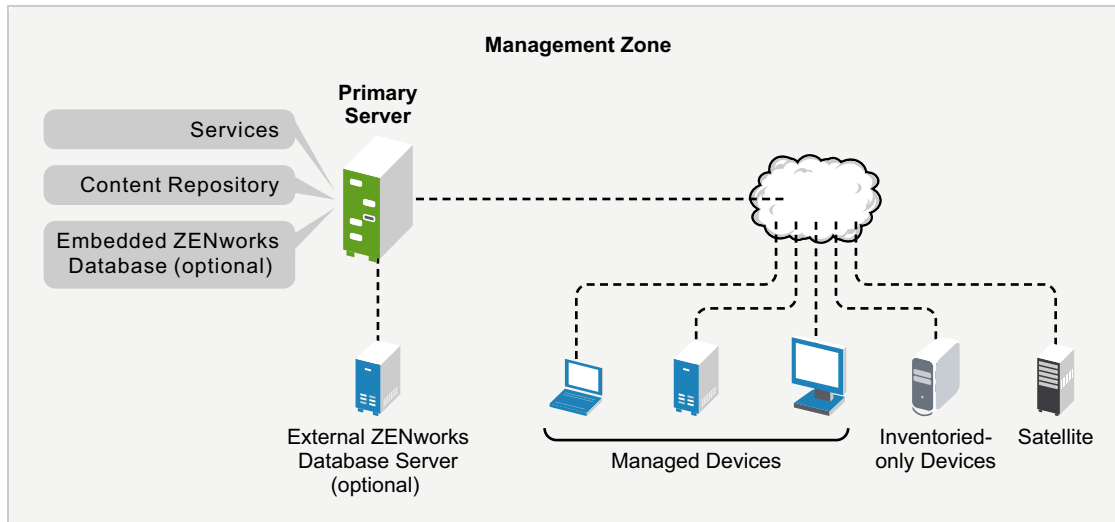
Primary Server

The Primary Server is the focal point of a Management Zone. Depending on the number and location of the devices that you want to manage with ZENworks, you might need one Primary Server or multiple Primary Servers.

The Primary Servers in the zone work together to manage the devices. For example, Primary Servers distribute content to and collect inventory information from managed devices.

Each Primary Server contains the following ZENworks components:

- **ZENworks services:** The ZENworks software that provides software management, policy enforcement, imaging, inventory collection, asset tracking, and so forth.

- **Management tools:** The ZENworks software that enables you to manage a zone, including performing such tasks as creating and assigning software bundles and policies for distribution to managed devices, managing software patches, setting up imaging operations, and collecting hardware and software inventory from devices.

  There are two management tools: ZENworks Control Center and the ZENworks command-line management utility (zman). ZENworks Control Center is a browser-based management console. The zman utility is a command-line management utility that is useful for automating tasks (through scripts) and performing mass management tasks that might be tedious to perform in ZENworks Control Center.

- **Content repository:** The directory structure that stores the software bundles, policies, patches, and system updates that are available for delivery to managed devices within the zone. The content, which is compressed and encrypted, is automatically replicated among all Primary Servers in the Management Zone. If necessary, you can exclude specific content from replication to all servers.

- **ZENworks databases:** The Management Zone has two databases: the ZENworks database and the ZENworks Audit database.

  The ZENworks database stores information about devices, users, software bundles, policies, hardware and software inventories, centralized system messages, license tracking and usage data, and other transactional data. It also stores information about the actions scheduled to take place within the zone.

  The ZENworks Audit database stores information for audited events. This includes changes made to the zone configuration and actions that occur on managed devices.

  Both databases reside on the same server, which can be a Primary Server or another server that is not a Primary Server. For the databases, you can use the embedded Sybase SQL Anywhere database software included with ZENworks, or you can use external Sybase SQL, Oracle, or Microsoft SQL database software. For detailed information about the supported database versions, see "Database Requirements" in the *ZENworks 11 SP3 Server Installation Guide*.

Primary Servers can be installed on Windows and Linux servers, both physical and virtual. You can also set up a Primary Server by deploying the ZENworks Appliance to a supported virtual infrastructure. ZENworks Appliance is built on the customized SUSE Linux Enterprise Server 11 Just Enough Operating System (SLES 11 JeOS). For detailed information about supported operating systems, see "Primary Server Requirements" in the *ZENworks 11 SP3 Server Installation Guide*.

Satellite Server

A Satellite Server is a device that can perform certain roles that a Primary Server normally performs. A Satellite Server can be a Windows, Linux, or Macintosh managed device. When you configure a managed device as a Satellite Server, you specify which roles it performs:

- **Authentication:** Provides authentication for ZENworks users.
- **Collection:** Collects inventory information, system messages, policy status, and software bundle status from managed devices and sends the information to its parent Primary Server.
- **Content:** Distributes software bundles, policies, system updates, and patches to managed devices.
- **Imaging:** Performs all imaging operations, such as taking an image of a device and applying an image.
- **Join Proxy:** Acts as a proxy to connect the Remote Management viewer to a managed device, in order to enable administrators to perform remote operations on the device.

The use of Satellite Servers can help increase performance in a Management Zone by placing ZENworks services in the same network segment as managed devices and by distributing workload among more devices. For example, you might have managed devices in a location that has a slow WAN link to your Primary Servers. You want to improve authentication and content distribution performance for the managed devices, but you don't want to install another Primary Server at the location. Instead, you designate one of the managed devices as a Satellite and have it perform the Authentication and Content roles for managed devices in that location. Because the managed devices communicate with the local Satellite Server instead of a Primary Server, authentication and content distribution speed improves.

For more information about Satellite Servers, see "Satellites" in the *ZENworks 11 SP3 Primary Server and Satellite Reference*.

Managed Device

A managed device is a Windows, Linux, or Macintosh device that has the ZENworks Adaptive Agent installed and is registered in the Management Zone. The Adaptive Agent communicates with a Primary Server or Satellite Server to exchange content and information. The agent also performs any required management tasks on the device, such as installing software or applying configuration and security policies.

A managed device can be registered in only one Management Zone and is therefore managed only in that zone.

Inventoried-Only Device

You might have devices where the Adaptive Agent cannot be installed, or devices where you do not want to install the Adaptive Agent. To inventory these devices, you can either install the Inventory-Only agent or run the Portable Collector.

For more information, see the *ZENworks 11 SP3 Discovery, Deployment, and Retirement Reference*.

3 Terminology

The following table provides descriptions for the ZENworks 11 SP3 terms used in this overview.

Term	Description
bundle	A collection of software files and instructions to be applied to a device. ZENworks can distribute bundles to Windows, Macintosh, and Linux managed devices. For more information, see the *ZENworks 11 SP3 Software Distribution Reference*.
content	The bundles, policies, system updates, and patches that are available for distribution to managed devices in the zone.
content repository	The directory structure on a Primary Server or Satellite Server that contains the content available to be distributed to managed devices. The content is compressed and encrypted. For more information, see "Content" in the *ZENworks 11 SP3 Primary Server and Satellite Reference*.
inventoried-only device	An unmanaged device (no ZENworks Adaptive Agent) that has been inventoried by the Inventory Only Module or the Portable Collector. For more information, see "Adaptive Agent Versus Inventory-Only Module" and "Deploying the Inventory-Only Module" in the *ZENworks 11 SP3 Discovery, Deployment, and Retirement Reference*.
Inventory Only Module	The software installed on a device that enables it to be inventoried. The module is normally installed on devices running operating systems that are not supported by the ZENworks Adaptive Agent.
managed device	A Windows, Macintosh, or Linux device that has the ZENworks Adaptive Agent installed and is registered in the Management Zone.
Management Zone	The group of Primary Servers, Satellite Servers, and managed devices that are supported by one ZENworks database and one ZENworks Audit database. A zone is managed via ZENworks Control Center.
policy	A set of rules and information that can define configuration or security settings for a managed device. For more information about policies, see the *ZENworks 11 SP3 Configuration Policies Reference*, the *ZENworks 11 SP3 Endpoint Security Policies Reference*, and the *ZENworks 11 SP3 Full Disk Encryption Policy Reference*.
Primary Server	A Windows or Linux server that contains the ZENworks services and content repository. Optionally, it might also contain the ZENworks databases, but on only one of the Primary Servers per zone. A Management Zone can have multiple Primary Servers.
Portable Collector	A software utility that can inventory any device and create a file that is accessible in ZENworks Control Center as if it were a device. This file is then used for obtaining inventory data about the device. For more information, see "Using the Portable Collector" in the *ZENworks 11 SP3 Asset Inventory Reference*.

Term	Description
Satellite Server	A Satellite Server is a managed device that can perform certain roles that a Primary Server normally performs. Any Windows, Linux, or Macintosh managed device can be configured as a Satellite Server. When you configure a Satellite Server, you specify which roles it performs (Authentication, Collection, Content, Imaging, and JoinProxy). For more information, see "Satellites" in the *ZENworks 11 SP3 Primary Server and Satellite Reference*.
ZENworks Adaptive Agent	The software installed on a Windows, Macintosh, or Linux device that enables it to be managed by a Primary Server. The Adaptive Agent consists of modules that support software delivery, policy enforcement, imaging, remote management, inventory, and so forth. For more information, see the *ZENworks 11 SP3 Discovery, Deployment, and Retirement Reference*.
ZENworks Control Center	The web-based console used to administer a Management Zone. For more information, see the *ZENworks 11 SP3 ZENworks Control Center Reference*.
ZENworks databases	The Management Zone has two databases: the ZENworks database and the ZENworks Audit database. The ZENworks database stores information about devices, users, software bundles, policies, hardware and software inventories, centralized system messages, license tracking and usage data, and other transactional data. It also stores information about the actions scheduled to take place within the zone. The ZENworks Audit database stores information for audited events. This includes changes made to the zone configuration and actions that occur on managed devices. Both databases reside on the same server, which can be a Primary Server or another server that is not a Primary Server. For the databases, you can use the embedded Sybase SQL Anywhere database software included with ZENworks, or you can use external Sybase SQL, Oracle, or Microsoft SQL database software. For detailed information about the supported database versions, see "Database Requirements" in the *ZENworks 11 SP3 Server Installation Guide*. For information on supported databases, see "Database Requirements" in the *ZENworks 11 SP3 Server Installation Guide*. For more information on the ZENworks database, see the *ZENworks 11 Database Management Reference*.
zman	A command line interface for managing your ZENworks system. The zman utility is useful for automating tasks (through scripts) and performing mass management tasks that might be tedious to perform in ZENworks Control Center. For example, configuring settings for a large number of devices, or adding an action to a large number of bundles. The zman utility is available on all Primary Servers. For more information, see "ZENworks Command Line Utilities" in the *ZENworks 11 SP3 Command Line Utilities Reference*.
zac	A command line interface for managing the ZENworks Adaptive Agent. The zac utility can be used to perform management tasks on the ZENworks managed device, including installing and removing software bundles, applying policies, and registering and unregistering the device. For more information, see "ZENworks Command Line Utilities" in the *ZENworks 11 SP3 Command Line Utilities Reference*.