ZENworks 11 SP3 Troubleshooting Locations

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This document provides troubleshooting guidelines for common problems related locations in ZENworks 11 SP3. If, after completing the troubleshooting steps, the problem is not resolved, please contact Novell Technical Support (https://www.novell.com/support/) for additional help.

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1 While using full Location Awareness, a device is detecting the wrong location

Symptom: A device that is enabled for full Location Awareness is detecting the wrong location or no location.

- ❒ Make sure the ZENworks Endpoint Security service (ZESService.exe) is running on the device (*Task Manager* > *Processes* > *ZESService.exe*).
- ❒ Make sure the ZENworks drivers are bound to the device’s NIC. To check, open the network adapter’s properties and verify that *ZENworks Location Awareness* is listed and enabled.
- ❒ Is the device using a virtual network adapter? Virtual network adapters do not work for detecting location information.
- ❒ Has the network filter count been exceeded? To increase the maximum filter count:
  1. Run regedit on the device.
  2. Increase the following the value data to 14 (the maximum) for the following key:

     `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Network\MaxNumFilters`

     If the `MaxNumFilters` key does not exist, create it as a DWORD value. Set *Value data* to 14 and *Base* to Decimal.
- ❒ If you have recently modified a location or network environment, has the modification had time to process on the ZENworks server? Run `zman lrr` on the server to force the processing.
- ❒ Is there a startup location assigned to the device that is overriding the desired location? To check, in ZENworks Control Center, open the device’s properties, click the *Locations* tab, and verify that the *Startup Location* settings are correct. Make sure that the *Duration* setting is not keeping the device in the startup location longer than expected or needed.
- ❒ Check that your locations include the correct network environments. A device chooses a location when it’s environment matches one of the network environments defined for the location.

- ❒ If the device is not detecting the network environment you think it should be detecting:
  1. Check the network environment's configuration in ZENworks Control Center (*Configuration* > *Locations* > *Network Environments*):
     - Is the *Limit to Adapter Types* setting correct? Does it exclude a type of adapter that needs to be monitored to determine that environment? Does it included more adapter types than are needed? Too few or too many adapter types can affect how network environments are matched.
     - Is the *Minimum Match* setting too high? The higher the number, the more network services that have to be matched in order to select that environment.
     - Is there a network service (Gateway, DNS Server, and so forth) that is defined as a must match? An environment with a "must match" network service is selected only if the network service is matched, regardless of how many other defined network services are matched.
     - Are the correct network services defined for the network environment? Are the defined network services configured with the correct information?
  2. If a location includes multiple network environments that match the device's current environment, the first network environment in the location's list is the one selected. To check the order of a location's network environments, click *Configuration* > *Locations*. Double-click the desired location, then check the order of the network environments in the *Assigned Network Environments* list. Reorder the list if necessary.
- ❒ If this is a security location issue, check the following for the location that the device should be detecting:
  - Is the desired location included in a Location Assignment policy that is assigned to the device?
  - In the Location Assignment policy, are the locations ordered correctly. If two locations match the device's current location, the first one in the list is used.

2 While using Location Awareness Lite, a device is detecting the wrong location

Symptom: A device that is enabled for Location Awareness Lite is detecting the wrong location or no location.

- ❒ There are limitations when using Location Awareness Lite. Review Location Awareness Lite Limitations in the ZENworks 11 SP3 Location Awareness Reference to ensure that the issue is not caused by one of the limitations.
- ❒ Make sure the ZENworks Endpoint Security service (ZESService.exe) is running on the device (Task Manager > Processes > ZESService.exe).
- ❒ Is the device using a virtual network adapter. Virtual network adapters do not work for detecting location information.
- ❒ If you have recently modified a location or network environment, has the modification had time to process on the ZENworks server? Run `zman lrr` on the server to force the processing.
- ❒ Is there a startup location assigned to the device that is overriding the desired location? To check, in ZENworks Control Center, open the device's properties, click the *Locations* tab, and verify that the *Startup Location* settings are correct. Make sure that the *Duration* setting is not keeping the device in the startup location longer than expected or needed.
- ❒ Check that your locations include the correct network environments. A device chooses a location when it's environment matches one of the network environments defined for the location.

- ❒ If the device is not detecting the network environment you think it should be detecting:
  1. Check the network environment's configuration in ZENworks Control Center (*Configuration* > *Locations* > *Network Environments*):
     - Is the *Limit to Adapter Types* setting correct? Does it exclude a type of adapter that needs to be monitored to determine that environment? Does it included more adapter types than are needed? Too few or too many adapter types can affect how network environments are matched.
     - Is the *Minimum Match* setting too high? The higher the number, the more network services that have to be matched in order to select that environment.
     - Is there a network service (Gateway, DNS Server, and so forth) that is as a must match? An environment with a "must match" network service is selected only if the network service is matched, regardless of how many other defined network services are matched.
     - Are the correct network services defined for the network environment? Are the defined network services configured with the correct information?
  2. If a location includes multiple network environments that match the device's current environment, the first network environment in the location's list is the one selected. To check the order of a location's network environments, click *Configuration* > *Locations*. Double-click the desired location, then check the order of the network environments in the *Assigned Network Environments* list. Reorder the list if necessary.
- ❒ If this is a security location issue, check the following for the location that the device should be detecting:
  - Is the desired location included in a Location Assignment policy that is assigned to the device?
  - In the Location Assignment policy, are the locations ordered correctly. If two locations match the device's current location, the first one in the list is used.

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