ZENworks 2017 Update2
What's New Reference

February 2018

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About This Guide

This *ZENworks What's New Reference* describes the new features in the ZENworks 2017 release. The guide includes the following sections:

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 2017

The following sections describe the new features and enhancements in ZENworks 2017:

- Section 1.1, "Customer Ideas Implemented in ZENworks 2017," on page 7
- Section 1.2, "Platform Support," on page 7
- Section 1.3, "ZENworks Configuration Management," on page 8
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- Section 1.6, "ZENworks Patch Management," on page 12

1.1 Customer Ideas Implemented in ZENworks 2017

- ZCC Helper supports additional browsers such as Opera, Google Chrome and Safari, apart from Internet Explorer and Firefox.

  NOTE: ZCC Helper is supported only on Windows and SUSE Linux Enterprise devices.

- ZENworks now provides you with the ability to import and export bundles using ZENworks Control Center.
- The Copy, Move and Search Members feature enables you to copy and move members from one group to another.
- Command line support is now provided to take and restore images using WinPE.
- You can remotely switch between the screens of managed devices that have multiple monitors.
- A new Multi-version software entitlement type has been introduced. For more information, see Section 1.4.4, "Per Machine Multi-version License Model," on page 11.
- A new quick task has been introduced to perform a full inventory scan of devices. For more information, see Section 1.4.6, "Quick Task for Full Inventory Scan," on page 11.
- Dynamic groups and folders are supported in Per-Machine entitlements. For more information, see Section 1.4.5, "Dynamic Groups and Folders for Per-Machine Entitlement," on page 11.
- You can now view the status of bundles and policies against a particular version.
- Audit events can be recorded when the disk is encrypted or decrypted using Full Disk Encryption (FDE).
- The Require Password and Quick Task features can now be used to initiate FDE decryption.

1.2 Platform Support

The updated platform support for ZENworks 2017 includes the following:

Supported Platforms:

- Appliance is now based on SLES 12 SP1
- Windows XP and Windows Vista are only supported as ZENworks 11.4.*x* clients

- ZENworks 2017 clients support Macintosh 10.10 and higher
- Sybase iAnywhere 17 is supported as an embedded database
- Experimental support is provided for PostgreSQL as a database. However, PostgreSQL is not supported for Patch Management.
- Windows agents support the .Net 4.5 framework

Unsupported Platforms:

- Windows 2008 and 2008 R2 are no longer supported as Primary Servers
- RHEL is no longer supported as a Primary Server

1.3 ZENworks Configuration Management

1.3.1 Mobile Management

Using Mobile Management, you can now enroll and manage mobile devices in your zone. Mobile Management supports Android, iOS, and devices with Exchange ActiveSync (EAS) capabilities (includes Windows and Blackberry devices). Mobile Management enables you to:

- Secure devices using policies. Security policies can be configured on mobile devices. You can configure security policies to set password restrictions, inactivity timeouts, and encryption requirements.
- Restrict the use of certain features or applications on the device. You can configure mobile control policies to restrict features or applications such as the device camera. On iOS devices additional restrictions can be enforced for features such as Siri, Facetime, and Safari.
- Configure DMZ rights to secure and restrict unauthorized access to Mobile Device Management (MDM) servers. These MDM servers enable mobile devices to communicate with the ZENworks Server at all times.
- Lock, unlock, and unenroll devices. Using quick tasks you can remotely lock or unlock iOS and Android devices. To unenroll devices, you can perform a selective wipe or a full wipe of iOS and Android devices, and perform a full wipe of devices enrolled as ActiveSync only devices.
- Provision email to Android, iOS, and native ActiveSync devices from Exchange ActiveSync servers using the email policy. In the email policy, you can also choose to allow ZENworks to act as a gateway proxy, relaying users' email and PIM data (Example: calendar and notes) between the ActiveSync servers and the mobile devices.
- Provision apps on iOS mobile devices. You can now provision apps on iOS devices by browsing for an App from the Apple App Store within ZENworks Control Center and then distribute them to mobile devices.

- Distribute and manage apps purchased using the Apple Volume Purchase Program (VPP).
- Deploy iOS configurator profiles. You can distribute configuration information required to manage the settings on iOS devices using the iOS configuration profiles.

For more information, see the *ZENworks 2017 Mobile Management Reference*.

1.3.2 ZENworks Application (ZAPP)

ZAPP leverages the capabilities of a unified endpoint management solution to provide an enhanced user experience, while using the same functionality as that of the old Novell Application Launcher (NAL) window. The features include:

- A brand new user interface that serves as a single place for all ZENworks end user functionality on Windows.
- An integrated search to help you find the app of your choice. The search includes full and split pattern matching by name and description. You also have the option to search by status.
- A new branding policy that enables organizations to customize certain aspects of the ZENworks Application based on their own branding requirements, such as the ZAPP icon, wallpaper, and color.
- An improved user experience, that includes providing remote assistance to end users from the ZAPP window. You do not need to go to the ZENworks system tray icon, you can click the menu from ZAPP itself to request remote assistance.

As in previous releases, the administrator can provision the new ZAPP to function as an application or as the shell itself. In shell mode, you can have the same ability provided by ZAPP to view the progress and launch the applications. In addition, you can shut down or reboot the system from the ZAPP shell.

For more information, see ZENworks Application 2017 Update 2.

1.3.3 ZCC Helper

Using ZCC Helper, Remote management, File upload, Group policy and Icon selector can be launched from ZENworks Control Center (ZCC) in a browser-independent manner. This will ensure seamless ZCC operations when browsers remove support for plug-ins and ActiveX controls in the future.

1.3.4 System Update

The new system update workflow enables you to track the status of all system updates on Primary Servers in ZENworks Control Center (ZCC). Some of the main highlights of this feature include:

- Services on all Primary Servers are automatically stopped, when required.
- Prerequisite checks performed prior to the deployment of the system update.
- Server updates can be performed on all Primary Servers simultaneously.
- Introduction of the Prepare and Configure stages in the system update workflow to ensure the successful deployment of system updates.
- The Appliance can be updated based on the operating system requirements.
- Post ZENworks 2017, updates will be deployed through ZCC.
- Post ZENworks 2017, full updates will be cumulative for both the agent and the server.

For more information, see the *ZENworks System Updates Reference*.

1.3.5 Database Optimization

ZENworks 2017 facilitates database optimization with the following features:

- Content tables are updated by ZENLoader to provide easier reporting and improved performance.
- Effective assignments are precomputed and cached by the server. This operation is ignored during a manual or quick task refresh. Precomputation improves the performance and reporting time for effective assignments and they are performed using ZENLoader.

1.3.6 Bundle Management

The terminology **Verify** is changed to **Repair** and its function remain the same as in NAL.

1.4 ZENworks Asset Management

- Section 1.4.1, "ZENcollector," on page 10
- Section 1.4.2, "License Compliance Dashboard," on page 10
- Section 1.4.3, "Web App Usage Tracking," on page 11
- Section 1.4.4, "Per Machine Multi-version License Model," on page 11
- Section 1.4.5, "Dynamic Groups and Folders for Per-Machine Entitlement," on page 11
- Section 1.4.6, "Quick Task for Full Inventory Scan," on page 11

1.4.1 ZENcollector

To support the latest software and hardware technology, a new inventory collector called ZENcollector is introduced in ZENworks 2017. The ZENcollector ensures support for the latest and future devices, software and technologies. Using this feature, you can get better hardware and software inventory data at significantly minimized scan time. ZENcollector is available in all modes of operation (Managed, Inventory Only and Portable Collector) on a Windows environment.

For more information, see Using the Portable Collector in the *ZENworks Asset Inventory Reference*.

1.4.2 License Compliance Dashboard

To effectively manage software licenses and to view compliance for software products installed in an organization, ZENworks 2017 introduces a new License Compliance Dashboard under the Asset Management module. The Dashboard includes the following tabs:

- "Compliance" on page 10
- "Licensed Products" on page 11

Compliance

The License Compliance tab provides a quick overview of all the licensed software products that are compliant, under licensed or over licensed. Along with this information, it also lists the top licensed products along with their deficit, surplus and balanced license counts.

Licensed Products

The Licensed Products tab displays a consolidated view of the licensed products and their Entitlements, Discovered Products and Catalog Products along with the number of licenses available and number of licenses consumed.

Using the Licensed Products tab, you can also create a new licensed product from the list of available discovered products. This new wizard significantly simplifies the creation of a licensed product and its associated license entitlement, purchase record and catalog product in few easy steps.

For more information, see Asset Management Dashboard.

1.4.3 Web App Usage Tracking

ZENworks 2017 supports Web App Usage Tracking on all popular web browsers such as Chrome, Firefox, Internet Explorer and Edge.

1.4.4 Per Machine Multi-version License Model

ZENworks 2017 supports a new type of license entitlement model called Per Machine Multi-version. In this license model, if there are multiple discovered products, such as older and newer versions added under coverage, the license consumption count will be one even if both the older and newer versions are installed on the same machine.

1.4.5 Dynamic Groups and Folders for Per-Machine Entitlement

Dynamic groups and folders can be assigned to the Per-Machine entitlement coverage. On such an assignment, when ZENworks identifies that the selected software is installed on a device and that device is part of a group or a folder, it then automatically calculates license consumption and compliance assuming that the device is covered by the Per-Machine entitlement.

1.4.6 Quick Task for Full Inventory Scan

ZENworks 2017 introduces a new quick task to perform full inventory scans on devices. This new quick task can be run from ZENworks Control Center, and the scanned inventory data will be uploaded to the server based on the schedule set by the administrator. This quick task works even with older versions of ZENworks (11.4.x) agents running on Windows, Linux and Mac devices.

1.5 ZENworks Full Disk Encryption

New features for Full Disk Encryption in ZENworks 2017 include the following:

- Section 1.5.1, "Enhanced Audit Events," on page 11
- Section 1.5.2, "Enabling Encryption Lockdown," on page 12
- Section 1.5.3, "Customizing System-Generated ERI File Passwords," on page 12

1.5.1 Enhanced Audit Events

Disk encryption policies can now generate an audit event each time a volume is encrypted or decrypted. The events display in Agent Events when added and enabled in **Events Configuration** > **Agent Events**.

1.5.2 Enabling Encryption Lockdown

The **Enable encryption lockdown** setting was added to the **Encryption Settings** in the Disk Encryption policy configuration. When selected, this setting prevents drive decryption when a Disk Encryption policy is removed from a device, unless the setting is disabled before the policy is removed.

For more information, see the ZENworks Control Center Help in the Disk Encryption Policy configuration (Step 5).

1.5.3 Customizing System-Generated ERI File Passwords

The **Use common password for system-generated ERI files** setting was added to the **Emergency Recovery Information (ERI) Settings** in the Disk Encryption policy configuration. When this option is selected, all system-generated ERI files will use the password that is specified in this setting.

For more information, see the ZENworks Control Center Help in the Disk Encryption Policy configuration (Step 5).

1.6 ZENworks Patch Management

Changes to Patch Management in ZENworks 2017 include the following:

- Section 1.6.1, "Removal of the Mandatory Baseline Feature," on page 12
- Section 1.6.2, "Migrating to Red Hat Subscription Management (RHSM)," on page 13
- Section 1.6.3, "Removal of SLE 12 Network Credential Settings," on page 13
- Section 1.6.4, "Support Added for SLE 12 SP1 Patches," on page 13
- Section 1.6.5, "Enhanced Display for Patch and Not Patched Filters," on page 13

1.6.1 Removal of the Mandatory Baseline Feature

Mandatory Baseline became obsolete with the incorporation of patch policies in ZENworks 11 SP3. If you are still using baseline patches when you upgrade to ZENworks 2017, those patches will be converted to patch policies.

Refer to the information below for the changes you will see from mandatory baseline deprecation:

- If any groups have an existing baseline when you access Patch Management for the first time, a one time notice informs you that the baseline feature is deprecated and baseline patches will be converted to patch polices.
- Mandatory Baseline filter options are removed from the Search panel. You will not be able to filter on baseline patches.
- Device assignments in bundles related to baseline patches are removed. When new patch polices are created from baseline patches, new relationships are created in the policies to ensure devices are still assigned the patches.
- Mandatory Baseline Settings are removed from the Patch Management panel on the Configuration page.
- Items related to baselines are no longer available in the Action menu when one or more patches are selected in the Patches page.

- When accessing the Patch Management > Dashboard, the graph for Mandatory Baseline Compliance is no longer displayed.
- Reports related to baseline patches are no longer provided in the ZENworks Reporting console.
- Mandatory baseline audit events are no longer generated.

1.6.2 Migrating to Red Hat Subscription Management (RHSM)

ZENworks Patch Management added support for the Red Hat Subscription Management service, which is the latest model provided by Red Hat to register for Red Hat subscriptions. All Red Hat client subscriptions will be required to use RHSM by July 31, 2017.

RHSM is the preferred subscription service for Red Hat client systems, because it uses on-premises tools that are easy, flexible, and low-cost. RHSM is hosted on the cloud and is an efficient way to download only the software that is required.

Migrating to RHSM: Changing the Red Hat subscription model to RHSM is a two step process for Red Hat systems in the ZENworks Management Zone:

1 Migrating the subscription service via the Red Hat website.

2 Configuring the service in ZENworks Patch Management.

For information on the configuration setting, see the ZENworks Control Center Help in the **Configuration** > **Patch Management** > **Subscription Service Content Download** page.

1.6.3 Removal of SLE 12 Network Credential Settings

Because SUSE Linux Enterprise (SLE) 12 products no longer require access to a subscription repository that requires credentials, the settings for entering network credentials in the ZENworks Patch Management Subscription Configuration for SLED12 and SLES12 have been removed. SLE 12 products automatically access updates.suse.com, which is protected by token, and authorized by the content delivery network (CDN).

1.6.4 Support Added for SLE 12 SP1 Patches

Support was added for SLE Service Pack 1 patches.

1.6.5 Enhanced Display for Patch and Not Patched Filters

Patched and Not Patched filter options in the Search pane now accurately display the total number of applicable devices* for each patch listed in the Patches page. In ZENworks 11 SP4 and earlier versions, if the check box for one of the two filter options was not selected, the column for that option would display zero for every patch on the page, regardless of the true number that would display if the filter option were selected.

* The sum of the two numbers displayed in the Patch and Non Patched columns for a given patch (row) equal the total number of devices applicable to that patch.

2 What's New in ZENworks 2017 Update 1

The following sections describe the new features and enhancements in ZENworks 2017 Update 1:

2.1 Platform Support

The updated platform support for ZENworks 2017 Update 1 includes the following:

- Open Enterprise Server 11 SP3 and RHEL 7.3 are supported as Linux clients
- Macintosh 10.8 and higher are supported as ZENworks Mac clients
- Full support is provided for the PostgreSQL database

2.2 ZENworks Configuration Management

2.2.1 IPv6 Support

ZENworks 2017 Update 1 enables you to configure ZENworks to use IPv6 as the protocol for communication. This includes support for L4 switch configuration.

For more information, see the ZENworks 2017 Update 2 IPv6 Reference.

NOTE: ZENworks Primary Servers need to have both IPv4 and IPv6 enabled. However, the Satellite Servers and managed devices can have IPv4, IPv6 or both enabled.

2.2.2 Mobile Management

Mobile Management includes the following new features and enhancements:

- **Support for Apple's Device Enrollment Program:** ZENworks now supports the Apple Device Enrollment Program (DEP) to easily deploy multiple corporate-owned iOS devices.

   Some of the key features of this program include:

   - Zero-touch enrollment of devices to ZENworks
   - Wireless supervision of devices
   - Mandatory enrollment of devices
   - Ability to lock MDM profiles on the devices
   - Streamlined setup process

   For more information on the Apple Device Enrollment Program, see Integrating with Apple Device Enrollment Program in *ZENworks 2017 Mobile Management Reference.*

- **Enrollment of supervised iOS devices and the inclusion of additional restrictions:** In this release, ZENworks supports the enrollment of iOS devices in the supervised mode through the Apple Device Enrollment Program or by using the Apple Configurator.

   Additional settings have been introduced in the Device Control Policy to apply restrictions on these supervised devices.

   For more information on enrolling supervised iOS devices, see Enrolling a Device in *ZENworks 2017 Mobile Management Reference*.

   For more information on the Mobile Device Control Policy settings, see Securing a Device in *ZENworks 2017 Mobile Management Reference*.

- **Messaging using Firebase Cloud Messaging:** You can now migrate from the Google Cloud Messaging (GCM) Service to the Firebase Cloud Messaging (FCM) Service.

   For more information on Firebase Cloud Messaging, see Enabling Push Notifications in *ZENworks 2017 Mobile Management Reference*.

- **Configuration of app parameters:** ZENworks lets you pre-configure supported apps for iOS devices by specifying key-value pairs or by uploading a configuration file obtained from the app vendor.

   For more information on configuring app parameters see Specifying App Configuration Parameters in *ZENworks 2017 Mobile Management Reference.*

- **Configure a HTTP Proxy Server for an MDM Server:** You can now define a HTTP Proxy Server to enable an MDM Server to connect to the Internet through the proxy server.These proxy servers are used by the MDM Servers to contact the APNs Server, GCM Server, and managed mobile devices.

   For more information on configuring HTTP proxy server, see Configuring a Proxy Server in *ZENworks 2017 Mobile Management Reference*.

- **Language support for email notifications:** Multi-language support for email notifications sent to mobile devices is now available with this release. The Mobile Enrollment Policy lets you specify the language in which these notifications are to be sent. You can also edit the email message in your preferred language.

   For more information on email notifications, see Managing Email Notifications in ZENworks 2017 Mobile Management Reference.

- **Configure ActiveSync Logon Attribute in the User Source:** ZENworks now lets you edit the User Source (LDAP directory) attribute that will be used to authenticate to the ActiveSync Server, while synchronizing emails on devices.

NOTE: After updating to ZENworks 2017 Update 1, the existing users of ZENworks 2017 need to ensure that the appropriate ActiveSync Logon attribute is configured in the user source so that ZENworks continues to relay emails to the enrolled devices.

For more information on the ActiveSync Logon Attribute, see Configuring the Attribute for ActiveSync Server Authentication in *ZENworks 2017 Mobile Management Reference*.

2.2.3 ZENworks Application (ZAPP)

(Experimental support) ZENworks Application (ZAPP) now enables you to pin and unpin bundles to the Desktop, Taskbar and Start menu tiles.

For more information, see *ZENworks Application 2017 Update 2*.

2.2.4 System Update

The system update enhancements will enable you to:

 * **View the deployment status in a zone:** After deploying a system update in the zone, users can view the deployment status of Primary Servers by using the `https://<host_name>:7444/systemupdate/sustatus` link. The filter options enable users to limit the number of results displayed, based on the build version and deployment status.
 * **View the deployment status by device:** The new search feature enables users to narrow down the deployments status results based on the device name, device type and status.

For more information, see the *ZENworks System Updates Reference*.

2.2.5 Bundle License Tracking

Using the ZENworks Bundle License Tracking feature, you can track the number of installations of inventory products through a bundle.

For more information on bundle license tracking, see License Tracking in *ZENworks Software Distribution Reference*.

2.2.6 Setup Store

Setup Store Server is a third-party offering based on the 'Setup Commander Service Edition', provided by our technology partner ROVABU Software BV.

Prerequisites to run the Setup Store Server are Windows 7, Windows 10, Windows Server 2008 R2, 2012 or 2016 running both Microsoft .NET Framework 3.5 and 4.0, Microsoft IIS and ASP.NET 4.6.

2.3 Full Disk Encryption

Full Disk Encryption enhancements will enable you to:

 * **Encrypt UEFI enabled devices:** Employ Disk Encryption policies on devices that are equipped and enabled to use UEFI firmware. This enhancement also includes the option to use GUID partition tables (GPT) to define and encrypt up to 128 volumes per disk.

◆ **Use additional smart card readers:** Create new Disk Encryption policies with enhanced hardware compatibility for pre-boot authentication. This feature includes a new auto-setting that checks for compatibility, as well as the capability to modify the DMI configuration during policy application in the event of a hardware compatibility issue.

> **IMPORTANT:** To get the two enhancements listed above, you need to remove ZENworks 2017 or earlier version Disk Encryption policies and decrypt encrypted devices prior to updating the devices to ZENworks 2017 Update 1. After updating devices to Update 1, you can create and apply new Update 1 policies to re-encrypt the devices. For more information, see the *ZENworks 2017 Update 1 - Full Disk Encryption Update Reference*.

◆ **Enable agent events for disk encryption status:** In the Agent Events Configuration, you can enable two new events that prompt Agent Event messages when encryption or decryption of disk volumes starts. This enhancement adds to the encryption/decryption completion events that we provided in the 2017 release.

2.4 Endpoint Security Management

Changes to Endpoint Security Management include the following:

◆ **Windows Secure Boot Support:** Windows Secure Boot is fully supported for Endpoint Security on UEFI enabled devices not using disk encryption.

◆ **Enhanced Device Scanner:** The Device Scanner tool provides more comprehensive details about USB devices in the device list after the scan completes.

◆ **IPv6 in Location Assignment policies:** Location Assignment policies can now use locations that have an IPv6 HTTP proxy configuration. See "Creating Locations" in the *ZENworks Location Awareness Reference*.

2.5 Reporting

ZENworks Reporting includes the following new features and enhancements:

◆ Performance improvements in pre-defined Asset Management and Inventory reports

◆ Inclusion of new reports to track which bundle is installing which licensed software

To update ZENworks Reporting with new reports, reconfigure the updated ZENworks. For information, see Reconfiguring ZENworks Reporting (Configure Domains step) in the *ZENworks Reporting Appliance 6.2.1 Deployment and Administration Reference*.

◆ Ability to view Mobile App information in the ZENworks Bundle Domain

◆ Ability to identify Satellite Servers in the ZENworks Domain

◆ Addition of Device Group objects across the ZENworks Domain

◆ Support for IPv6 addressing across the ZENworks Domain coupled with better and more accurate reporting of IP addresses in general

◆ Revamped System Message Report

◆ Defect fixes across the ZENworks Domain to ensure more accurate data

◆ Multiple pre-defined adhoc views for better Licensed Product Tracking

2.6 Patch Management

Changes to Patch Management include the following:

- **Superseded Patches:** In the Subscription Service Content Download settings, you can now to choose to delay the disabling of superseded patches for up to 90 days or postpone them indefinitely for patches included in patch policies.

  For more information, see **Superseded Patches** in the "What's New in ZENworks 2017" section of the *ZENworks 2017 Update 1 Patch Management Reference*.

- **Redesigned Dashboard:** The Dashboard section on the Patch Management Dashboard page is redesigned with interactive options for changing how the data is displayed.

  For more information, see "View the Patch Management Dashboard" in the *ZENworks 2017 Update 1 Patch Management Reference*.

- **PostgreSQL Database Support:** Patch Management supports the use of the PostgreSQL Database on ZENworks servers. Postgres is an internal database that is configurable option selected during installation. You can also migrate to PostgreSQL from the Sybase SQL Anywhere Database.

- **IPv6 Support:** Patch Management added support for network communications using Internet Protocol Version 6 (IPv6).

  For more information about IPv6 in ZENworks, see the ZENworks 2017 Update 2 IPv6 Reference.

NOTE: Networking between the CDN and Content Repository for patch content will continue using IPv4, if ZENworks is configured for IPv6.

- **RHSM Required for Red Hat Distributions July 31, 2017:** Although the RHSM subscription option is not new for Update 1, the requirement from Red Hat for all Red Hat clients to migrate to RHSM coincides closely to this ZENworks release. For more information, see the following sections in the *ZENworks 2017 Update 1 Patch Management Reference*:

  - Configuring Patch Subscription Credentials
  - Register for or Migrate to RHSM

3 What's New in ZENworks 2017 Update 2

The following sections describe the new features and enhancements in ZENworks 2017 Update 2:

3.1 Platform Support

ZENworks 2017 Update 2 supports the following platforms:

- Open Enterprise Server 2018 (OES 2018)
- SUSE Linux Enterprise Server 12 SP3 (SLES 12 SP3)
- Red Hat Enterprise Linux 7.4 (RHEL 7.4)
- Mac OS X 10.13 (High Sierra)

For more information on the system requirements, refer to the ZENworks 2017 Update 2 System Requirements

3.2 ZENworks Configuration Management

3.2.1 Mobile Management

Android enterprise

ZENworks now supports the Android enterprise program that enables administrators to manage and distribute apps, and secure corporate data on Android devices using a work profile. ZENworks supports only the Managed Work Profile mode, typically the BYOD device scenarios.

Some of the main features of this program include:

- **Profile Management:** You can now separate the users' personal and work content on their devices. The work apps are tagged with a badged icon to help users distinguish between their personal and work apps.

- **Corporate Data Wipe:** Using the existing Unenroll quick task feature, you can remotely wipe only the corporate data from the devices and not the entire device. Users do not have to be worried about losing personal content on their devices.

- **Additional Security Features:** The features of the existing Mobile Security Policy and the Mobile Device Control Policy have been extended to support devices enrolled in the work profile mode.

    - Mobile Security Policy: From the Android 7 release onwards, separate passwords can be applied to the device and the work apps. The Mobile Security Policy now includes password restriction and inactivity settings that are meant exclusively for the work apps.

    - Mobile Device Control Policy: This policy enables you to apply restrictions on work apps. Using this policy, you can prevent data leakage by disabling the copying of content from the work profile to the personal space on your device and the capturing of screenshots. You can also disable the installation of apps from unknown sources.

- **App Distribution through managed Google Play:** All apps that you approve in managed Google Play are identified and populated in the Apps Catalog page in ZENworks Control Center. ZENworks automatically creates bundles for these apps, which can be assigned to users. While distributing these work apps, you can silently push the apps to the devices, or make them available for users to download from the managed Google Play Store.You can manage the runtime permissions and configurations of apps.

- **Device Compliance:** Devices that are enrolled in the work profile mode can be monitored for compliance using the Mobile Compliance Policy. You can enforce, restrict access to corporate data and wipe the work profile if the device security compliance is not met.

For more information, see Integrating ZENworks with Android Enterprise in the ZENworks 2017 Mobile Management Reference.

iOS Activation Lock Bypass

The Activation Lock feature is supported on iOS 7.1 and higher devices. This feature allows end users to lock their devices to their Apple IDs, disabling the resetting of devices without knowing the Apple ID credentials. Using Activation Lock bypass, for supervised iOS devices, an administrator without knowing a user's Apple ID credentials can bypass the activation lock, reset the device, and reassign it to another user.

For more information, see Activation Lock Bypass in the ZENworks 2017 Mobile Management Reference.

Mobile Device Inventory

ZENworks Inventory has been extended to include managed mobile devices. You can now perform an inventory of the hardware and also gather information about all the apps installed on the mobile devices. App information is also visible as a part of the device information. A new set of objects are available in ZENworks Control Center that enable you to create and view custom reports that are specific to mobile devices.

For more information, see Mobile Inventory Scan in the ZENworks 2017 Mobile Management Reference.

3.2.2 Windows PE Imaging

ZENworks now supports Windows Preinstalltion Environment (WinPE) based imaging operations. Except for the graphical user interface (GUI), all other imaging features are supported. These include taking and restoring local, proxy, partition-wise and mulitcast images. Image Explorer, Add-on imaging and zisedit/zisview are also supported.

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

3.2.3 Content

- "Content Download from CIFS Repository Using smbv2" on page 23
- "ZMAN Commands to Debug Content Issues" on page 23

Content Download from CIFS Repository Using smbv2

Due to the security vulnerabilities associated with the smbv1 protocol, ZENworks now supports the download of content from the CIFS repository using the smbv2 protocol.

ZMAN Commands to Debug Content Issues

New zman commands are introduced in this release to reduce the effort in debugging content-related issues.

For more information, see Contents Commands in the ZENworks Command Line Utilities Reference.

3.2.4 System Update

- "Enhancements to the System Update Reboot Behavior" on page 23
- "Built-in capability to identify the availability of the Windows Installer Service during a system update" on page 24

Enhancements to the System Update Reboot Behavior

The System Update Reboot behavior has been enhanced in this release. You can now configure the reboot behavior, post a system update, for scenarios in which no user is logged into the system and when the device is locked.

For more information, see Reboot Behavior in the *ZENworks System Updates Reference*.

Built-in capability to identify the availability of the Windows Installer Service during a system update

With this new feature, ZENworks attempts to deploy system updates even more seamlessly by checking the availability of the Windows Installer Service whenever an MSI file has to be installed as a part of the system update. If the Windows Installer Service is installing any other application at the same time, the system update will delay the installation of the MSI by a maximum of 30 minutes or till the Windows Installer Service becomes available, whichever occurs first.

3.3 Endpoint Security Management

Enhancements made to Endpoint Security Management include the new Microsoft Data Encryption policy, IPv6 support in the Firewall Policy, and additional support for Endpoint Security audit events.

3.3.1 Microsoft Data Encryption

Endpoint Security introduces the Microsoft Data Encryption policy, which gives you the capability to manage Microsoft BitLocker encryption of removable data drives using ZENworks. With the Microsoft Data Encryption policy, you will be able to do the following on ZENworks 2017 Update 2 managed devices:

- Configure and manage BitLocker encryption of removable drives in your zone
- Transition removable drives encrypted with BitLocker out of the zone to ZENworks managed BitLocker encryption.
- Transition removable drives encrypted with ZENworks Data Encryption to ZENworks managed BitLocker encryption

For more information, see Microsoft Data Encryption Policy in the *ZENworks Endpoint Security Policies Reference*.

3.3.2 IPv6 Support in the Firewall Policy

With added support for IPv6 in the Firewall Policy, all security policies now support IPv6 addressing and usage.

3.3.3 Endpoint Security Audit Event Enhancements

Endpoint Security includes the following enhancements for audit events:

- **Endpoint Security Zone Policy Assignment Modified - Change Event:** Endpoint Security Zone Policy Assignment Modified is a new change event. When configured, it generates an Audit event any time a zone Security policy is assigned or removed.
- **ZESM Effective Policy- Agent Event:** When configured, the ZESM Effective Policy agent event is generated anytime a Security policy changes on a device. An enhancement to the event adds more details about which policies are effective on the device.

3.4 Full Disk Encryption

Full Disk Encryption includes the following enhancements:

- **Multi-disk support:** Full Disk Encryption added the capability to encrypt multiple hard drive disks on one device. Previously you could encrypt multiple volumes on a disk, but only on one disk per device.
- **System Disk enhancement:** Full Disk Encryption is no longer limited to Disk0 and can be enabled on other numbered System Disks.
- **Operating System support:** Improved support for Windows 10 feature updates and the Hibernate mode.

3.5 Patch Management

Patch Management includes the following changes and enhancements:

- License replication location changed to `https://download.novell.com`
- Support added for the following operating systems and Linux distributions:
  - Windows 10 version 1709 (Fall Creators Update)
  - macOS High Sierra (10.13)
  - SUSE Linux Enterprise Server 12 SP3
  - Red Hat Enterprise Linux 6.9 and 7.4