ZENworks Application 2017

December 2016

MICRO FOCUS®

1 Overview

ZENworks Application (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, description, and contact information.
- A new branding policy that enables your organization to customize certain aspects of the ZENworks Application based on your own branding requirements, such as the ZAPP icon, wallpaper, and color.
- An improved user experience, including:
  - 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.

This document includes the following:

IMPORTANT

- If NALWIN is configured as **Shell**, then during upgrade ZAPP will replace NALWIN.
- Administrator has to configure the **Refresh**, **Progress status**, **Technician Application**, **ZENworks icon**, and **Remote assistance** options to enable users to access them.

1.1 Launching ZAPP

You can launch ZAPP by using any of the following options:

- Click the **ZENworks** icon from the system tray.
- **Start** > **Novell ZENworks** > **ZENworks Application**.
- **Start** > **Run** and then type `ZAPP-launcher`.

1.2 Loging into ZAAP

To log into the ZAPP:

- Right-click the **ZENworks** icon and click **Sign in**.
- Select the **Hamburger** menu and click **Sign in.**

1.3 Launching Technician Application

In this release the **Show Properties** menu is renamed as **Technician Application**.

To launch Technician Application:

1 Right-click the **ZENworks** icon and click **Technician Application**.

1.4 Refreshing the agent

You can refresh the agent by using any of the following options:

- Select the **Hamburger** menu and click **Refresh**.
- Click the **Refresh** icon in the status bar.

1.5 Searching bundles and folders

The Search option enables you to search the required bundles and folders within the name, description, and contacts parameters. Even if a particular folder is selected the search is performed across the application.

1.6 Viewing bundles and folders using the icons

The following views are available:

- **Icon View:** Displays icons of bundles and folders.
- **Detailed View:** Displays folders and bundle information such as name, version, and status. You can sort the bundle as required.
- **Toggle Tree View:** Displays and hides the left pane folder view.

1.7 Viewing the bundle progress status

In this release the **Show Progress** menu is renamed as **View Progress.**

To view the bundle progress status:

1 Select the **Hamburger** menu and click **View Progress.**

In the **Progress Status** you can retry on bundle failure, pause and resume while downloading bundle content.

You can also clear the bundle progress by right-clicking the progress status and click **Clear**.

1.8 Requesting for remote assistance

To request the remote assistance from an administrator:

1 Select the **Hamburger** menu and click **Remote assistance.**

2 In the **Request Session**, specify connection details and then click **Request**.

1.9 Viewing and using the bundle actions

To view and use the bundle actions:

1 Select a bundle and right-click.

- ◆ **Open:** Performs install and launch actions. If any install action set is specified in a bundle, then it installs else it executes launch action set, if specified.
- ◆ **Repair:** Re-runs the install action set. This option is enabled only if a bundle has the install action. This is same as **Verify** in NAL.
- ◆ **Uninstall:** If this option is enabled for a bundle it will undo the install actions. This option is enabled only if administrator has configured the uninstall action.
- ◆ **Properties:** Displays bundle details such as name, status, description, contacts, and failure messages in case of system requirements failure.

1.10 Accessing options through shortcuts

You can use the following shortcuts:

- ◆ **Tab:** To navigate between panes (Toggle Tree View, Icon View, and Detailed View), folders, and bundles. After an element is highlighted, press **Enter** to perform the related operation.
- ◆ **Ctrl + Tab:** To navigate through the Hamburger menu, Toggle Tree View, Icon View, Detailed View, Properties, Progress status, and Status bar.
- ◆ **Ctrl + Shift:** Use the following keys for different views:
  - ◆ Ctrl + shift + 1 Toggle Tree View
  - ◆ Ctrl + shift + 2 Icon View
  - ◆ Ctrl + shift + 3 Detailed View
- ◆ **Ctrl + F:** Go to the **Search** window.

1.11 Important information about bundles behavior in Windows 7 Start menu

If a bundle is pinned to the **Start** menu and if you launch the bundle, the bundle will get pinned to the recently used items.

2 Troubleshooting

2.1 When the response time between ZAPP and ZENworks Agent exceeds an error message is displayed

When the response time between ZAPP and ZENworks exceeds the default value of 5 minutes, the following error message is displayed:

```
ZENworks Application Launcher failed to authorize. Please restart. If the problem persists, please contact system administrator.
```

Workaround: Increase the ZENworks agent response time:

1 Go to `%zenworks_home%\logs\LocalStore`

2 Open the `zmd-messages.log` file.

3 Search for `The request took longer than expected to reach the server. The time delay was X ms`, where `X ms` is the value.

4 Increase the ZENworks agent response time:

    4a Go to `HKLM\Software\Novell\ZCM`

    4b Create the `MAX_REQUEST_DELAY` registry.

    4c Specify the time in milliseconds.

       For example, if you want to delay for 10 seconds, then specify the time as 10000.

2.2 The ZAPP logs are not getting zipped when ZAPP reaches the maximum size

In ZAPP, the `<username>.zapp.log` rollover files are created after reaching the maximum size. However, the `.gz` zip files are not created for these rollover files due to some zip-creation issues.

The latest file is named as `<username>.zapp.log` and the name of the oldest file is appended with the largest number.

Workaround: None. Ensure that you do not change the `"zippedArchive"` property value to true in the logger.json file (located at `%zenworks_home%/zapp/conf`).

2.3 ZAPP cannot be launched at startup

ZAPP cannot be launched at startup to run in the foreground as it is already running in the system tray.

Solution: To launch ZAPP at startup in the foreground from the next login:

1 Go to `%zenworks_home%/zapp`.

2 Open the `package.json` file.

3 Search for the `"show"` property and change the value from `false` to `true`.

4 Save the file.

2.4 ZAPP will not be able to communicate with the ZENworks Agent

If the Internet proxy is set, then ZAPP will not be able to communicate with the ZENworks Agent.

Solution: Enable **Bypass proxy server for local addresses**:

1 On the Windows device, click **Start**, and select **Control Panel**.

2 Select **Internet Options**.

3 In the Internet Properties window, select the **Connections** tab and click **LAN Settings**.

4 In the Local Area Network (LAN) Settings window, under **Proxy Server**, select the **Bypass proxy server for local addresses** option.

5 Click **OK**.

2.5 Bundle does not display in Start menu tile and taskbar

If you create a bundle name with a reserved word that is used by Windows operating system, then the bundle does not get pinned to the Start menu tile and taskbar.

Solution: Do not use the Windows reserved words to create a bundle.

Reserved keywords are available in the `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\FileAssociation\AddRemoveNames` registry key.

2.6 Two ZENworks icons are displayed in the Start menu

In the Start menu, under the recently used items two ZENworks icons (ZENworks Application and ZENworks) are displayed for ZAPP. Both the ZENworks icons have the same functionality.

Workaround: None.

2.7 The Check For Updates menu might not be displayed in the ZENworks system tray icon

The **Check For Updates** menu might not be displayed in the ZENworks system tray icon.

Workaround: Restart ZAPP.

2.8 The Alert pop-up window might be displayed in the center of the screen

If you refresh ZAPP, the Alert pop-up window might be displayed in the center of the screen.

Workaround: To display the pop-up window on the ZENworks system try icon:

1 End all the ZAPP process.

2 Go to `%localappdata%`

3 Delete the ZENworks folder and restart ZAPP.

3 Legal Notices

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see https://www.novell.com/company/legal/.