

# Windows 8.1 Update for ZENworks 11 SP3 Readme

April 2014

Novell®

The information in this Readme pertains to the Novell Windows 8.1 Update for ZENworks 11 SP3 release.

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## 1 Readme Updates

The following table contains information on the documentation content changes that were made in this *Readme* after the initial release of Windows 8.1 Update for ZENworks 11 SP3:

**Table 1** *Readme Updates*

Date	Readme item Added or Updated
April 29, 2014	<p>Added the following known issue:</p> <ul style="list-style-type: none"><li>◆ “Upgrade or uninstall of the ZENworks Agent on Windows 8 devices might make the devices unusable” on page 5.</li></ul> <p><b>IMPORTANT:</b> This issue is applicable only if you have downloaded and deployed the ZENworks_11.3.0_Windows8.1_Update.zip to your zone. This issue has been fixed in the ZENworks_11.3.0a_Windows8.1_Update.zip.</p>

## 2 What’s New in Windows 8.1 Update for ZENworks 11 SP3

This release includes the following:

- ◆ Support for the following new platforms as Satellite Server and managed devices has been tested:
  - ◆ Microsoft Windows 8.1 Enterprise

- ◆ Microsoft Windows 8.1 Pro
- ◆ Microsoft Windows Embedded 8.1 Industry Pro
- ◆ Support for Firefox versions 26.0 and 27.0 (including any patches) on Windows and Linux devices.

### 3 Planning to Deploy Windows 8.1 Update for ZENworks 11 SP3

Use the following guidelines to plan for the update to Windows 8.1 Update for ZENworks 11 SP3 in your Management Zone:

- ◆ You must first update the Primary Servers, then update the Satellite Servers, and finally the managed devices to Windows 8.1 Update for ZENworks 11 SP3. Do not update the managed devices and Satellite Servers (or add new agents in the zone) until all Primary Servers in the zone have been updated to Windows 8.1 Update for ZENworks 11 SP3.

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**NOTE:** Agents might receive inconsistent data from the zone until all Primary Servers are updated. Therefore, this part of the process should take place in as short a time as possible - ideally, immediately after the first Primary Server is updated.

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- ◆ While updating the first Primary Server, stop the ZENworks services (ZENmonitor, ZENserver and ZENloader) on all other servers. If you do not stop the services, the database might get affected.

During the update of the additional Primary Servers, ensure that the ZENmonitor, ZENserver and ZENloader services continue to remain stopped, and the ZENworks Adaptive Agent service is running on the servers that have not been updated.

The ZENworks Adaptive Agent service should be running to initiate the update.

- ◆ If the managed devices have been updated to ZENworks 10.3.4 or later, you can directly update the managed devices in the zone to Windows 8.1 Update for ZENworks 11 SP3.

The system reboots once after you update to Windows 8.1 Update for ZENworks 11 SP3. However, a double reboot will be required in the following scenarios:

**Table 2** Double Reboot Scenarios

Scenario	ZENworks Endpoint Security	Full Disk Encryption	Location Services	Client Self Defense
Upgrade from 10.3.4 to 11 SP3	Disabled	Disabled	Lite	Enabled
Fresh Install of 11 SP3	Disabled	Disabled	Lite	Enabled
Fresh Install of 11 SP3	Disabled	Disabled	Full	Enabled

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**IMPORTANT:** All Primary Servers running ZENworks 11.2.x or earlier should first be upgraded to ZENworks 11.3.0 before updating them to Windows 8.1 Update for ZENworks 11 SP3. Satellite Servers and managed devices should be updated to 10.3.4 before updating them to Windows 8.1 Update for ZENworks 11 SP3.

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**Table 3** ZENworks Cumulative Agent Update for Windows 8.1 Update for ZENworks 11 SP3: Supported Paths

Device Type	Operating System	Supported Versions	Unsupported Versions
Primary Server	Windows/Linux	v11.3	Any version prior to 11.3
Satellite Server	Windows	v10.3.4 and later versions	Any version prior to 10.3.4
	Linux	v10.3.4 and later versions	Any version prior to 10.3.4
	Mac	v11.2.0 and later versions	Any version prior to 11.2.0
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

For information on how to upgrade to ZENworks 11 SP3, refer to the [ZENworks 11 SP3 Upgrade Guide](http://www.novell.com/documentation/zenworks113/zen11_upgrade/data/bookinfo.html). ([http://www.novell.com/documentation/zenworks113/zen11\\_upgrade/data/bookinfo.html](http://www.novell.com/documentation/zenworks113/zen11_upgrade/data/bookinfo.html)).

## 4 Downloading and Deploying the Windows 8.1 Update for ZENworks 11 SP3

For instructions on downloading the update, see the [ZCM 11.3 upgrade manual import file](#). To deploy Windows 8.1 Update for ZENworks 11 SP3 as an update, see the [ZENworks 11 SP3 System Updates Reference](#).

For administrative tasks, see the [Novell ZENworks documentation Web site](#).

After you download the ZENworks\_11.3.0\_Windows8.1\_Update.zip file, we strongly recommend that you compare the MD5 checksum for the file with the one shown on the Downloads page before you deploy the update.

Refer to the following table to understand the different supported versions for a Windows 8.1 Update for ZENworks 11 SP3:

**Table 4** ZENworks Support Matrix

Managed Device	Satellite Servers	Primary Servers
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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update

<b>Managed Device</b>	<b>Satellite Servers</b>	<b>Primary Servers</b>
v11.2	v11.2, v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, 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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.2 MU1	v11.2 MU1, v11.2 MU2, v11.2.1, v11.2.1 MU1, 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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.2 MU2	v11.2 MU2, v11.2.1, v11.2.1 MU1, 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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.2.1	v11.2.1, v11.2.1 MU1, 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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.2.1 MU1	v11.2.1 MU1, 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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
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, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.2.2 MU2	v11.2.2 MU2, v11.2.3a, v11.2.4, v11.2.4 MU1, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.2.3a MU1	v11.2.3a MU1, v11.2.3a, v11.2.4, v11.2.4 MU1, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.2.4	v11.2.4, v11.2.4 MU1, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.2.4 MU1	v11.2.4 MU1, v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.3.0	v11.3.0, v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update
v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update	v11.3.0 Windows 8.1 Update

## 5 Known Issues in Windows 8.1 Update for ZENworks 11 SP3

This section contains information about issues that might occur while you work with Windows 8.1 Update for ZENworks 11 SP3:

- Section 5.1, "Upgrade or uninstall of the ZENworks Agent on Windows 8 devices might make the devices unusable," on page 5
- Section 5.2, "System Update status is not accessible in ZENworks Control Center," on page 5
- Section 5.3, "Picture Password and Smart Card authentication will not work when the operating system is upgraded from Windows 8 to Windows 8.1," on page 6
- Section 5.4, "Operating system upgrades are not supported on devices using Endpoint Security, Full Disk Encryption, Location Awareness, or Agent Self Defense," on page 6
- Section 5.5, "Limited support for Full Disk Encryption pre-boot authentication on Windows 8.1 32-bit devices," on page 7
- Section 5.6, "Lenovo Tablet PCs with Windows 8 or Windows 8.1 operating system may crash after the agent installation," on page 7

### 5.1 Upgrade or uninstall of the ZENworks Agent on Windows 8 devices might make the devices unusable

This issue is applicable only if you have downloaded and deployed the ZENworks\_11.3.0\_Windows8.1\_Update.zip to your zone. This issue has been fixed in the ZENworks\_11.3.0a\_Windows8.1\_Update.zip.

On a Windows 8 managed device, on which ZENworks Agent (11.2.3a, 11.2.3a MU1, 11.2.4, 11.2.4 MU1, or 11.3.0) versions have been installed, if you update the ZENworks Agent to 11.3 Windows 8.1, or if you uninstall the ZENworks Agent, then all the files under the "\Windows\System32" folder might get deleted and the device might become unusable.

This issue occurs when the %systemroot% environment variable resolves to any string other than <System drive>:\Windows\ (case-sensitive), where the system drive can be C,D or any other drive, depending on where the operating system is installed. For example, if system root is expected to be resolved as C:\Windows but it resolves to C:\WINDOWS or c:windows then the device might become unusable.

Workaround: See TID 7014897 (<http://www.novell.com/support/kb/doc.php?id=7014897>).

### 5.2 System Update status is not accessible in ZENworks Control Center

While updating a server from ZENworks 11 SP3 to Windows 8.1 Update for ZENworks 11 SP3, during the Pre-global actions phase, the System Update deployment status is not accessible through ZENworks Control Center. This is because the ZENServer and ZENLoader services on this Primary Server are stopped during the Pre-global actions phase.

Workaround: Allow the Pre-global actions phase to complete, and then re-log into ZENworks Control Center. The progress of the Pre-global actions can be monitored using the loader-messages.log file.

### 5.3 Picture Password and Smart Card authentication will not work when the operating system is upgraded from Windows 8 to Windows 8.1

After a machine is updated to Windows 8.1 Update for ZENworks 11 SP3, if you perform an operating system upgrade from Windows 8 to Windows 8.1, it will impact the behavior of Picture Password and Smart Card authentication.

Workaround: After the operating system is upgraded, ensure that the registry keys listed in the [TID 7014805](https://www.novell.com/support/kb/doc.php?id=7014805) (<https://www.novell.com/support/kb/doc.php?id=7014805>) are present in the device with the specified settings. If the registry keys are not present, add them.

### 5.4 Operating system upgrades are not supported on devices using Endpoint Security, Full Disk Encryption, Location Awareness, or Agent Self Defense

Upgrading the Windows operating system is not supported on a device that meets any of the following conditions:

- ◆ Endpoint Security is installed.
- ◆ Full Disk Encryption is installed.
- ◆ Location Awareness (full) is enabled.
- ◆ Agent Self Defense is enabled.

Specifically, the following operating system upgrades are not supported:

- ◆ Windows XP to Windows Vista, Windows 7, Windows 8, or Windows 8.1
- ◆ Windows Vista to Windows 7, Windows 8, or Windows 8.1
- ◆ Windows 7 to Windows 8 or Windows 8.1
- ◆ Windows 8 to Windows 8.1

Updating an operating system version to a service pack of the same version (for example, Windows 7 to Windows 7 SP1) is supported, with the exception of Windows 8 to Windows 8.1.

Workaround: To successfully upgrade the operating system of a device that meets any of the conditions listed above, do the following:

- 1 Remove the Endpoint Security policies and Full Disk Encryption policy from the device.

If a Data Encryption policy or Disk Encryption policy was applied to the device, ensure that you give the device sufficient time to decrypt all encrypted files and volumes.

For information about removing Endpoint Security policies, see “[Removal Best Practices](#)” in the *ZENworks 11 SP3 Endpoint Security Policies Reference*.

For information about removing a Full Disk Encryption policy, see “[Removal Best Practices](#)” in the *ZENworks 11 SP3 Full Disk Encryption Policy Reference*.

- 2 Uninstall Endpoint Security and Full Disk Encryption from the device.

For information about uninstalling Endpoint Security, see “[Enabling and Disabling the Endpoint Security Agent](#)” in the *ZENworks 11 SP3 Endpoint Security Agent Reference*.

For information about uninstalling Full Disk Encryption, see “[Uninstalling the Full Disk Encryption Agent](#)” in the *ZENworks 11 SP3 Full Disk Encryption Agent Reference*.

- 3 Change the Location Awareness mode to *Location Awareness Lite* for the device.

For information, see [“Configuring the Location Awareness Mode”](#) in the *ZENworks 11 SP3 Location Awareness Reference*.

4 Disable Agent Self Defense for the device.

For information, see [“Configuring the Agent Security”](#) in the *ZENworks 11 SP3 Discovery, Deployment, and Retirement Reference*.

5 Reboot the device.

6 Upgrade the device operating system.

7 Reinstall Endpoint Security and Full Disk Encryption to the device and reapply the policies.

8 Change the Location Awareness mode to *Location Awareness*.

9 Enable Agent Self Defense.

## 5.5 Limited support for Full Disk Encryption pre-boot authentication on Windows 8.1 32-bit devices

ZENworks Full Disk Encryption provides limited pre-boot authentication (PBA) support for Windows 8.1 32-bit devices. In some cases, the soft reboot from the PBA to the Windows operating system fails, causing the device to become unbootable.

We strongly recommend testing deployment on all target device models before deploying to any production devices. If pre-boot authentication fails on a device, you can try the modification explained below. If the modification does not work, the device is not supported at this time.

Modification: Edit the DMI file in the Disk Encryption policy to add a hardware configuration entry for the specific device. Include the following parameter in the entry: `KERNEL_PARAM=pci=snb-enable-ahci-to-legacy`. Reapply the policy to the device.

For more information about modifying the DMI file, see [“Configure Pre-Boot Authentication - Hardware Compatibility”](#) in the *ZENworks 11 SP3 Full Disk Encryption Policy Reference*.

## 5.6 Lenovo Tablet PCs with Windows 8 or Windows 8.1 operating system may crash after the agent installation

Lenovo Tablet PCs that have Windows 8 or Windows 8.1 operating system may crash while trying to register to the Management Zone after the agent installation.

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**IMPORTANT:** We strongly recommend to test the deployment on all target device models before deploying to any production devices.

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Workaround: None

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