Zenworks Software distribution

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> Zenworks is the Universities chosen mechanism for centralized software delivery.

Installing software

To start locate the software you need in the Zenworks Application Window

> To open the Zenworks application Window: click on the "Start" button, click on "All Programs", click on "Novell Zenworks", and click on "Zenworks Application Window" to launch. You should see a window similar to the figure below.
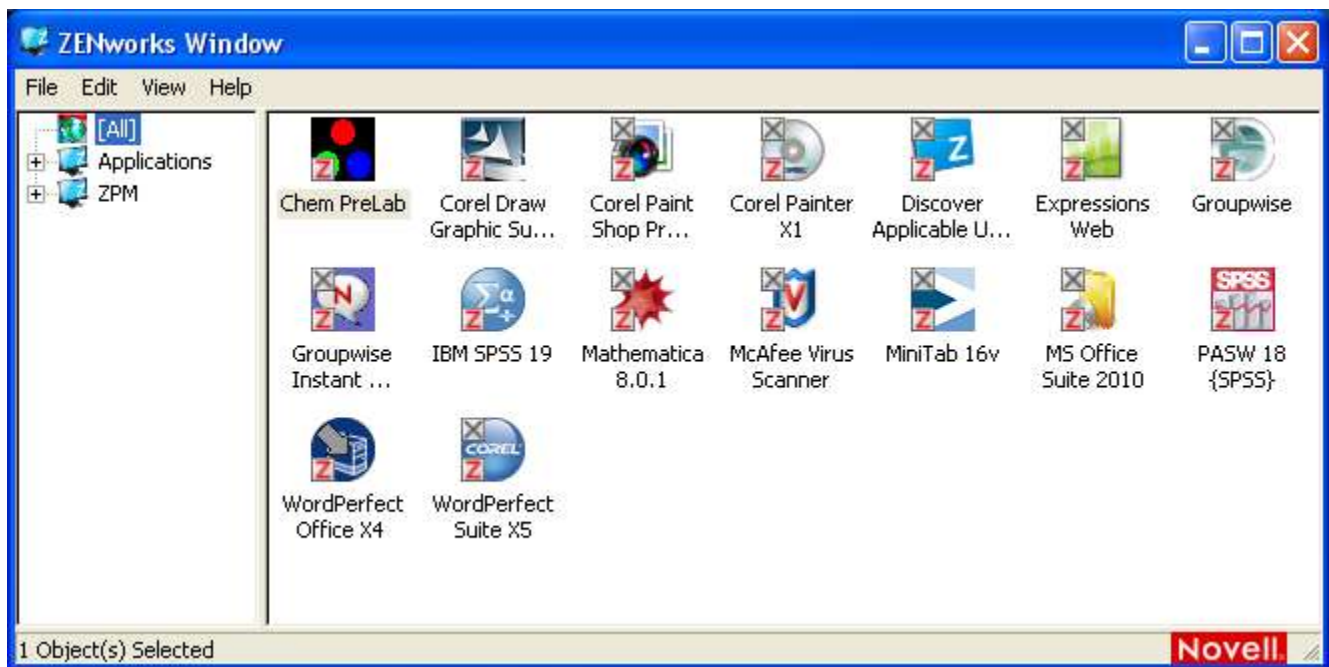

Fig 1 Zenworks Application Window

- Double click the "Software icon" to install

Modify Software

If you require special components contact the service desk and they can help you modify an existing installation, or pass your request on to the Zenworks administrator. The software administrator has selected the components in your bundle based on licensing agreements and other considerations. It is not recommended that end users modify the installation bundle as this may result in adverse and unexpected effects.

Repair software

If you have previously installed a software bundle , Zenworks allows you to run software repairs. Use the Zenworks application window and run the installation bundle again. This time it will run a wizard that allows you to repair your software.

Important: Not all software has the repair feature, some that do include self-repair are Microsoft Office 2010 products, IBM SPSS, Mathematica, and some of the Corel suite products.
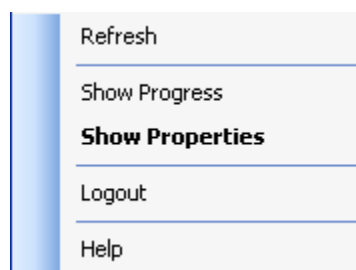
Zenworks Guide

Zenworks has two important components you should know a little about.

- The first is the notification Icon it's the white Z in the blue square.

To use the tray icon right click on it, you will then see the following command set.

- Refresh

  Refresh the managed device (In the notification area of the device, right-click the ⓩ icon, then click *Refresh*).
  The icon begins an animation during a refresh. Refresh is a call for refreshing instructs from the server to the managed device.

- Show Progress
  Show progress displays current actions being performed by Zenworks
  Software installs don't always display a user interface, this is because the administrator has signed the EULA (end user license agreement) and removed some of the extras software vendors include along with the purchased software. Show progress will display any action Zenworks is involved in such as software installs, updates, or patch management.

- Show properties
  I will just give a quick overview of this section, since it is intended for use by technical support staff, and the Zenworks Administrator.

  Below is the Show Properties for the Zenworks Adaptive Agent

- On the top right it shows the log in status. In this figure user "TestSoft" is logged into the WSU realm.

- Status: Should read Managed
- Policies: As a rule we use policies sparingly.
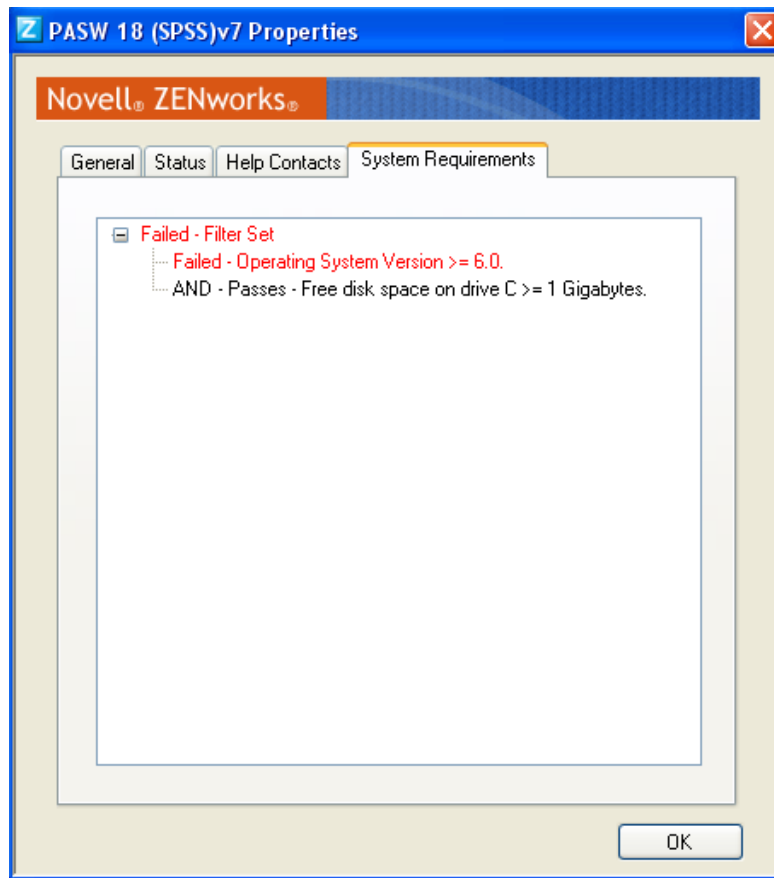- Bundles   Displays user and device assigned sections.

Note: the two User-assigned Bundles Labeled PASW 18 (SPSS), and PASW 18 (SPSS)v7

One bundle is for the XP operating system and the other for Windows 7.

The host machine operating system is Windows XP professional. Even though they are both being made available only one will be found in the Zenworks Application window. As you can see by the lack of color in its icon PASW 18 (SPSS)v7 fails a filtering rule test, because the operating system is not Windows 7.
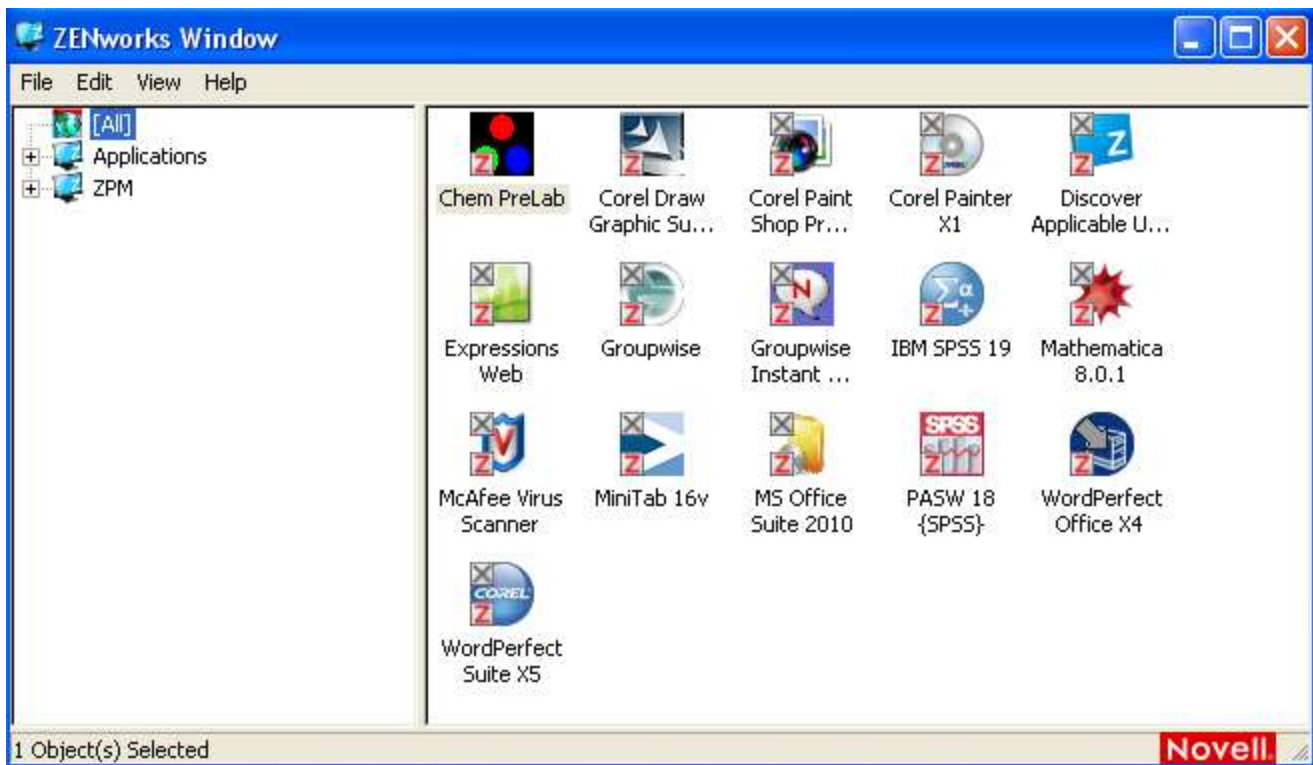
Double click PASW 18 (SPSS)v7

Here you see that this bundle will not appear to on a Windows XP which has a version number of 5.1, but it will appear on a Vista (v6.0 or higher) Windows 7 is v6.1

ZENworks Application Window

The Zenworks application bundles are found by going to the start button, all programs, Novell Zenworks, and clicking on Zenworks Application Window.

A typical window will have more or less icons depending on user, and school specific assignments.

Applications which are purchased at reduced prices as part of our licensing agreements are also assigned here (e.g. Microsoft Visio 2010 and Microsoft Project 2010)

Device assigned applications are viewed here also if you look back, WordPerfect Office X4 is assigned to the device and WordPerfect Office X5 is assigned to the user only for testing.

Device assigned applications are helpful when you purchase software for a computer where one or several non-full time employees can you it.

If you have additional questions about Zenworks please contact the service desk for more information.

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