

ZENworks 2017 Update 1 - Full Disk Encryption Update Reference

July 2017



The capability to employ Disk Encryption policies on UEFI devices is a fundamental change of the ZENworks Full Disk Encryption Agent in ZENworks 2017 Update 1. A new Linux kernel makes this change possible. This enhancement also greatly increases hardware compatibility with smart card readers for pre-boot authentication. For more information about Update 1 changes to Full Disk Encryption, see “[Full Disk Encryption](#)” in the [ZENworks 2017 Update 1 What's New Reference](#).

Due to the scope of these changes and the prerequisites required for updating Full Disk Encryption to ZENworks 2017 Update 1, you should carefully review the sections below so that you understand the following:

- ♦ Considerations and prerequisites for updating Full Disk Encryption to ZENworks 2017 Update 1
- ♦ Considerations when not updating the Full Disk Encryption Agent to ZENworks 2017 Update 1
- ♦ How to update Full Disk Encryption to ZENworks 2017 Update 1 on a ZENworks Agent that already has Update 1.

1 Updating Devices to ZENworks 2017 Update 1

In order to have the enhancements of the new Linux kernel, encrypted devices require a Disk Encryption policy that is created on a ZENworks 2017 Update 1 server. In turn, the new policy can only be applied to an Update 1 Full Disk Encryption Agent.

Considerations when updating the Full Disk Encryption agent to ZENworks 2017 Update 1

Reviewing the comments below will help you to have a smoother transition to ZENworks 2017 Update 1 Full Disk Encryption:

- ♦ You need to remove the Disk Encryption policy and decrypt the device before updating the ZENworks Full Disk Encryption Agent to ZENworks 2017 Update 1.
- ♦ If you update a ZENworks Agent to ZENworks 2017 Update 1 without previously removing an existing Disk Encryption policy and decrypting the device, the ZENworks Full Disk Encryption Agent will not apply the update.

NOTE: You can apply Update 1 to the Full Disk Encryption Agent on a ZENworks Agent that already has 2017 Update 1 at a later date, but the process will require a different procedure than the standard update. See [Updating Full Disk Encryption on a 2017 Update 1 Device](#).

- ♦ You cannot successfully apply a pre-Update 1 Disk Encryption policy to a Full Disk Encryption Agent running ZENworks 2017 Update 1.
- ♦ For the reason stated above, you should delete pre-Update 1 Disk Encryption policies after removing them from Full Disk Encryption agents that you are updating to 2017 Update 1.

- ♦ When deleting a pre-Update 1 Disk Encryption policy, ensure that it is not referencing a managed device. See Step 3 in the prerequisites below.
- ♦ As a best practice, we recommend that any new Disk Encryption policies you create in Update 1 have 17.1 appended to the policy name until you have a management zone that is free of any pre-17.1 Disk Encryption policies.

Prerequisites when updating the Full Disk Encryption agent to ZENworks 2017 Update 1

Executing the prerequisites below will help you successfully update the Full Disk Encryption Agent to Update 1:

- 1 Enable the **Volume Decrypted** agent event in the Events Configuration settings, if not already enabled.
See [“Auditing Agent Events”](#) in the [ZENworks 2017 Update 1 - Auditing Full Disk Encryption Events](#) reference.
- 2 Remove Disk Encryption policy assignments from encrypted devices, and refresh those devices to start disk decryption and, if applicable, PBA removal.
See [“Policy Removal”](#) in the [ZENworks Full Disk Encryption Policy Reference](#).
- 3 Verify the completion of disk decryption on applicable devices.
 - ♦ Reg key....?
 - ♦ ZES command....?
 - ♦ Agent Events: This option is only available in 17.0 and later versions of the ZENworks Control Center.
See [“Viewing Generated Agent Events”](#) in the [ZENworks 2017 Update 1 - Auditing Full Disk Encryption Events](#) reference.
- 4 Delete unused 17.0 or earlier version Disk Encryption policies after verifying they are not referencing managed devices.
See [“Deleting Policies”](#) in the [ZENworks Full Disk Encryption Policy Reference](#).
To verify no devices are being referenced, do one of the following:
 - ♦ **Relationships:** Select the policy in the ZENworks Control Center, and verify there are no Device, User, or Group assignments in the Relationships page.
 - ♦ **???: ???**

Once you successfully remove Disk Encryption policies from devices, decrypt drives, and delete old Disk Encryption policies, you are prepared to update the ZENworks Agent to ZENworks 2017 Update 1 and to create and apply a new Disk Encryption policy.

For information on updating ZENworks to the ZENworks 2017 Update 1 version, see the [ZENworks 2017 Update 1 System Updates Reference](#).

For information on creating and applying a new Disk Encryption policy, see [“Policy Deployment”](#) in the [ZENworks Full Disk Encryption Policy Reference](#).

2 Postponing ZENworks 2017 Update 1 on Full Disk Encryption

If your organization prefers to postpone the update of the ZENworks Full Disk Encryption Agent to ZENworks 2017 Update 1 on some of your managed devices, you can still update servers and the ZENworks Agent on your devices without removing existing Disk Encryption policies. However, the update will not be applied to the Full Disk Encryption Agent during the update process.

Considerations when not updating the Full Disk Encryption Agent to 2017 Update 1:

Your organization may require some managed devices to remain on an earlier ZENworks version of Full Disk Encryption. The comments below address considerations for this requirement:

- Pre-Update 1 Disk Encryption policies will remain enforced with their existing capabilities on devices with an updated ZENworks Agent until you remove them.
- To continue using native hardware encryption on devices with self-encrypting drives, a pre-Update 1 Full Disk Encryption Agent and Disk Encryption policy are required.
- Applying Update 1 to the Full Disk Encryption Agent on a ZENworks Agent that already has 2017 Update 1 requires a different process than the standard update with the ZENworks Agent. See [Updating Full Disk Encryption on a 2017 Update 1 Device](#).
- A Disk Encryption policy created on a ZENworks 2017 Update 1 server cannot be successfully enforced on an earlier version of the Full Disk Encryption Agent.

3 Updating Full Disk Encryption on a 2017 Update 1 Device

As stated in Section 1, if you update your server and the ZENworks Agent to ZENworks 2017 Update 1, but leave a Disk Encryption policy in place on the agent, the Full Disk Encryption Agent will continue to run the older version, even though the other ZENworks modules will update to the new version. This section provides information for updating the Full Disk Encryption Agent to ZENworks 2017 Update 1 on a device that already has Update 1 on the ZENworks Agent.

To update Full Disk Encryption on a ZENworks 2017 Update 1 device:

- 1 Enable the **Volume Decrypted** agent event in the Events Configuration settings, if not already enabled.

See “[Auditing Agent Events](#)” in the [ZENworks 2017 Update 1 - Auditing Full Disk Encryption Events](#) reference.

- 2 Remove the Disk Encryption policy assignment from the encrypted device, and refresh the device to start disk decryption and, if applicable, PBA removal.

See “[Policy Removal](#)” in the [ZENworks Full Disk Encryption Policy Reference](#).

- 3 Verify the completion of disk decryption by doing one of the following:

- Reg key....?
- ZES command....?
- Agent Events: This option is only available in 17.0 and later versions of the ZENworks Control Center.

See “[Viewing Generated Agent Events](#)” in the [ZENworks - Auditing Full Disk Encryption Events](#) reference.

- 4 Verify that the old Disk Encryption policy no longer references any managed devices, and then delete the policy.

See “[Deleting Policies](#)” in the *ZENworks Full Disk Encryption Policy Reference*.

To verify no devices are being referenced, do one of the following:

- ♦ **Relationships:** Select the policy in the ZENworks Control Center, and verify there are no Device, User, or Group assignments in the Relationships page.
- ♦ **???:** Are there any other options...

- 5 Follow one of the procedures below to update the Full Disk Encryption agent on the device:

- ♦ **Uninstall > Reinstall:** To uninstall the old version and install the new version:

1. In the ZENworks Control Center, uninstall the Full Disk Encryption Agent.

See “[Using ZENworks Control Center to Uninstall the Full Disk Encryption Agent](#)” in the *ZENworks Full Disk Encryption Agent Reference*.

2. Reboot the device.

3. Reinstall Full Disk Encryption:

- a. In the ZENworks Control Center, go to **Configuration > Device Management**, and click the **ZENworks Agent** link.
- b. In the Agent Features panel, select the **Installed** check box for Full Disk Encryption and ensure **Enabled** is also selected.
- c. Click **Apply** at the bottom of the page to save the changes.
- d. Reboot the device.
- e. If you are going to encrypt the device again, create a new Disk Encryption policy and assign it to the device.

See “[Policy Deployment](#)” in the *ZENworks Full Disk Encryption Policy Reference*.

- ♦ **Update via bundle:** Need the procedure...
- ♦ **Redeploy the update package:** Need the procedure...

4 Legal Notice

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/>.

Copyright © 2017 Micro Focus Software, Inc. All Rights Reserved.