ZENworks Service Desk 8.0

Using ZENworks with ZENworks Service Desk

November 2018

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About This Guide

This guide includes information that helps you to configure ZENworks Service Desk to seamlessly work with the Configuration Management tool, so that the ZENworks Service Desk users can manage incidents more efficiently.

The information in this guide is organized as follows:

- Chapter 1, “Overview,” on page 7
- Chapter 2, “Configuring ZENworks with ZENworks Service Desk,” on page 9
- Chapter 3, “Managing ZENworks Bundles,” on page 35
- Chapter 4, “Using ZENworks Remote Management with ZENworks Service Desk,” on page 47

Audience

This guide is intended for administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Additional Documentation

ZENworks Desk is supported by other documentation that you can use to learn about and implement the product. For additional documentation, see the ZENworks Service Desk documentation site (https://www.novell.com/documentation/zenworks-service-desk-75/).

1 Overview

ZENworks Service Desk is a complete service management solution that allows you to easily monitor and solve service issues so that there is minimal disruption to your organization. ZENworks Service Desk provides an online support system to meet the service requirements of all your customers, administrators, supervisors, and technicians.

The key capabilities include:

- User-friendly interface that offers an easy-to-use Knowledge Base and Request tracking system for your customers.
- Easy-to-use tools that enable technicians to offer the most effective and efficient support service.
- Comprehensive management and reporting for the service desk, its technicians, and all support issues.
- Ability to use ZENworks Configuration Management bundle management features from the ZENworks Service Desk user interface.

The ZENworks Service Desk software solution is completely Web-based and is highly scalable. The application can be deployed on Windows or Linux and supports a variety of RDBMS.

ZENworks Service Desk has the following editions available:

- **ZENworks Service Desk for Incident Management:** Includes Incident, Configuration, and Service Level Management (Basic) functionality with an emphasis on internal or external customer support.
- **ZENworks Service Desk for ITIL Management:** A comprehensive service management solution that is fully compliant with Information Technology Infrastructure Library (ITIL) standards. ZENworks Service Desk for ITIL Management supports eleven core ITIL processes including Request, Incident, Problem, Change, Configuration, and Service Level Management. This enterprise-wide solution delivers complete customer service and support for any size of organization.

2 Configuring ZENworks with ZENworks Service Desk

ZENworks Service Desk enables the integration of ZENworks with ZENworks Service Desk. ZENworks Service Desk can be configured to work seamlessly with the ZENworks Configuration Management tool, which allows ZENworks Service Desk users to use the ZENworks tool to efficiently and quickly resolve incidents for a device.

IMPORTANT: You must ensure that the time on the ZENworks Service Desk server, the server hosting the user source, and the ZENworks Primary Server that is configured for the ZENworks Service Desk server is synchronized.

For more information on registering Service Desk in ZENworks, see Register Service Desk Server.

- Section 2.1, “Logging in to the ZENworks Service Desk User Interface,” on page 9
- Section 2.2, “Integrating ZENworks with ZENworks Service Desk,” on page 10
- Section 2.3, “Importing the ZENworks User Source to ZENworks Service Desk,” on page 12
- Section 2.4, “Assigning Processes to Users Imported to ZENworks Service Desk,” on page 15
- Section 2.5, “Adding the Users to a Team,” on page 15
- Section 2.6, “Importing the ZENworks Device Details to ZENworks Service Desk,” on page 15
- Section 2.7, “Configuring ZENworks Service Desk By Using ZENworks Control Center,” on page 17
- Section 2.8, “Configuring the ZENworks Primary Server Details,” on page 18
- Section 2.9, “Configuring the ZENworks Primary Server Details in ZENworks Service Desk,” on page 20
- Section 2.10, “ZENworks Import,” on page 21
- Section 2.11, “Logging in to the ZENworks Service Desk User Interface through ZENworks,” on page 33

2.1 Logging in to the ZENworks Service Desk User Interface

1. Use a Web browser to go to the following URL:

   `https://<ip_address>/LiveTime/WebObjects/LiveTime.woa/wa/Login`

   By default, 443 is the default port on which ZENworks Service Desk is configured.
2. In the login dialog box, specify the credentials and click **Login** to display the ZENworks Service Desk user interface.

2.2 Integrating ZENworks with ZENworks Service Desk

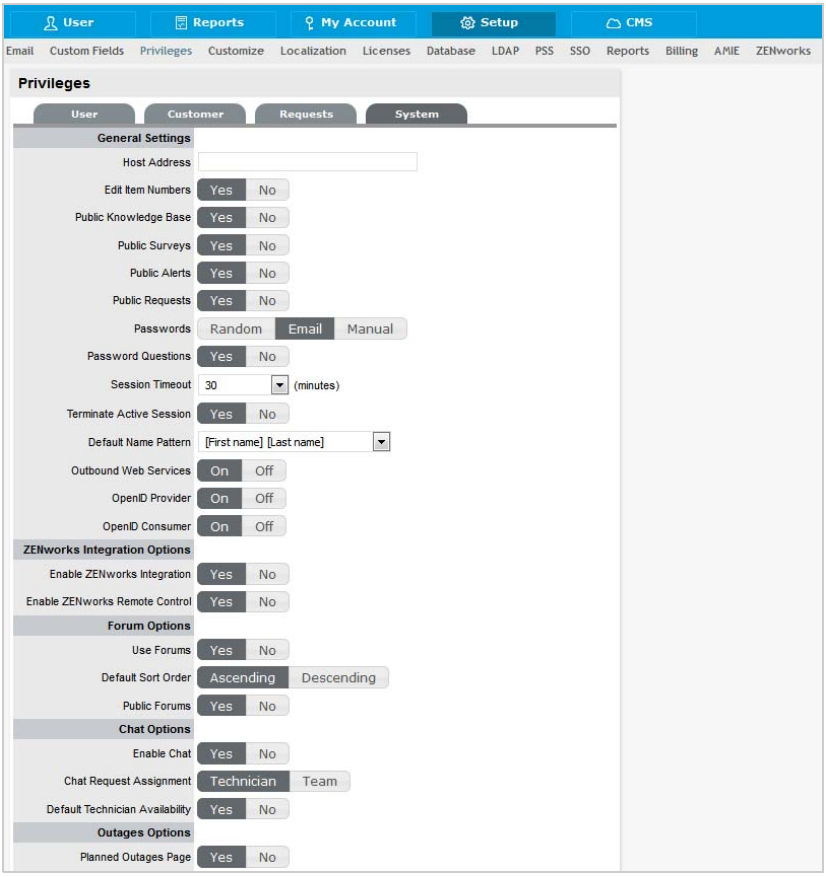
For ZENworks Service Desk to seamlessly work with ZENworks Configuration Management, you must first enable ZENworks on the device and then enable ZENworks authentication for Service Desk users.

NOTE: The integration of ZENworks Service Desk 7.0.3 works with ZENworks 11 SP1 or later, though Service Desk makes no checks and allows integration attempts with prior versions of ZENworks.

- Section 2.2.1, “Enabling ZENworks,” on page 10
- Section 2.2.2, “Enabling ZENworks Authentication for Service Desk Users,” on page 11

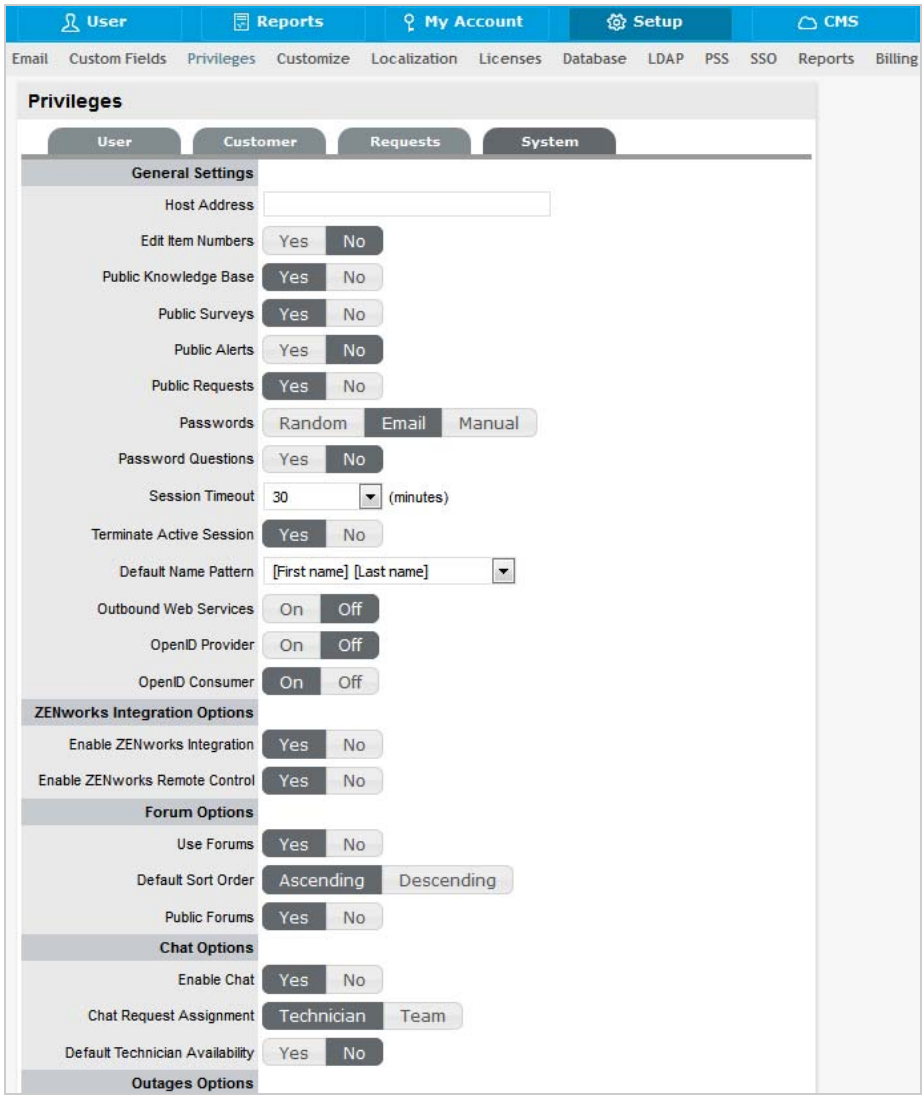
2.2.1 Enabling ZENworks

1. Log in to the ZENworks Service Desk user interface as a supervisor or administrator.
2. Click **Setup** > **Privileges** > **System**.



3. In the General Settings panel, set the **Enable ZENworks Integration** option to **On**.

This enables the ZENworks tab in the **ZENworks Service Desk** menu.



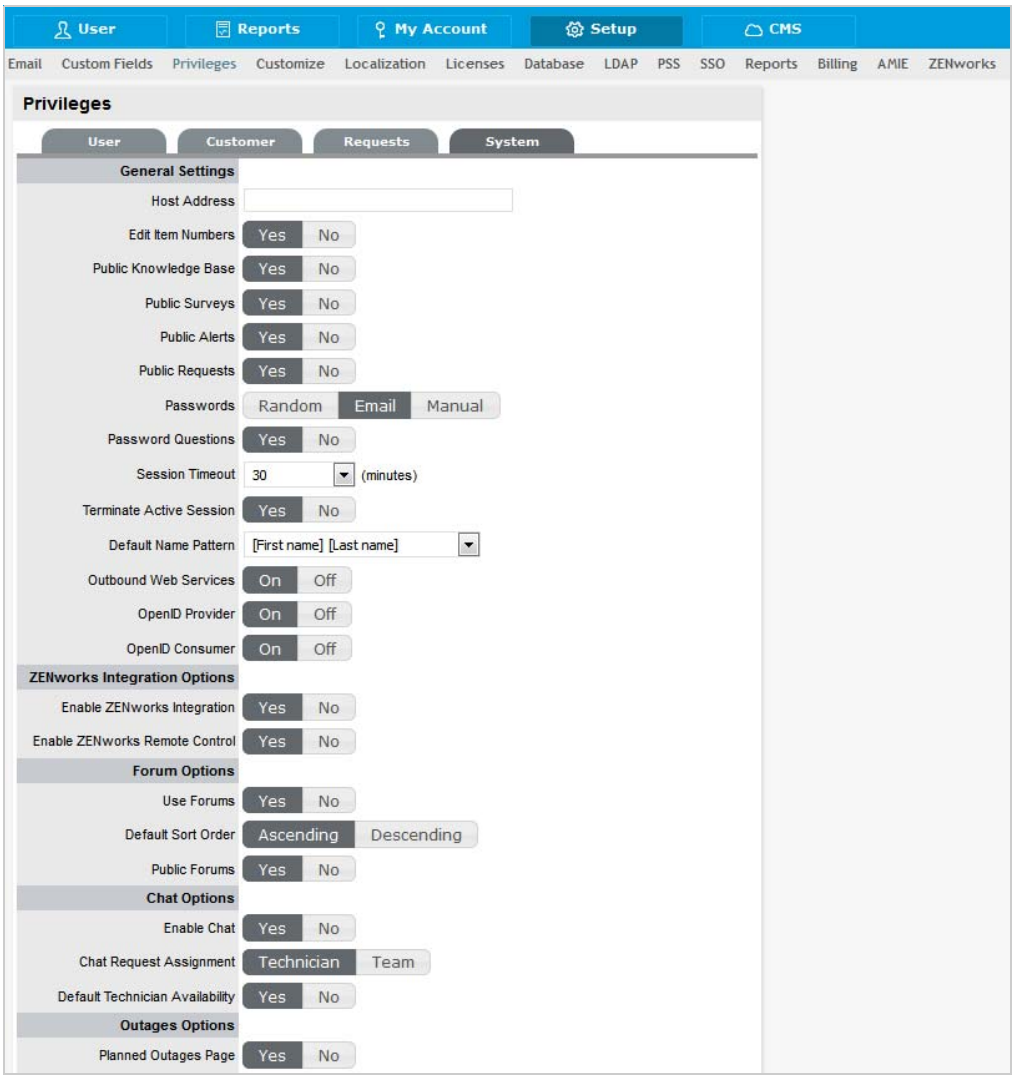
2.2.2 Enabling ZENworks Authentication for Service Desk Users

1. Log in to the ZENworks Service Desk user interface as a supervisor or administrator.

   For more information on logging in to the ZENworks Service Desk user interface, see Section 2.1, “Logging in to the ZENworks Service Desk User Interface,” on page 9.

2. Click **Setup** > **Privileges** > **System**.

3. In the General Settings panel, set the **OpenID Consumer** option to **On**.



4 Click **Save**.

The ZENworks icon is now displayed on the ZENworks Service Desk login page.

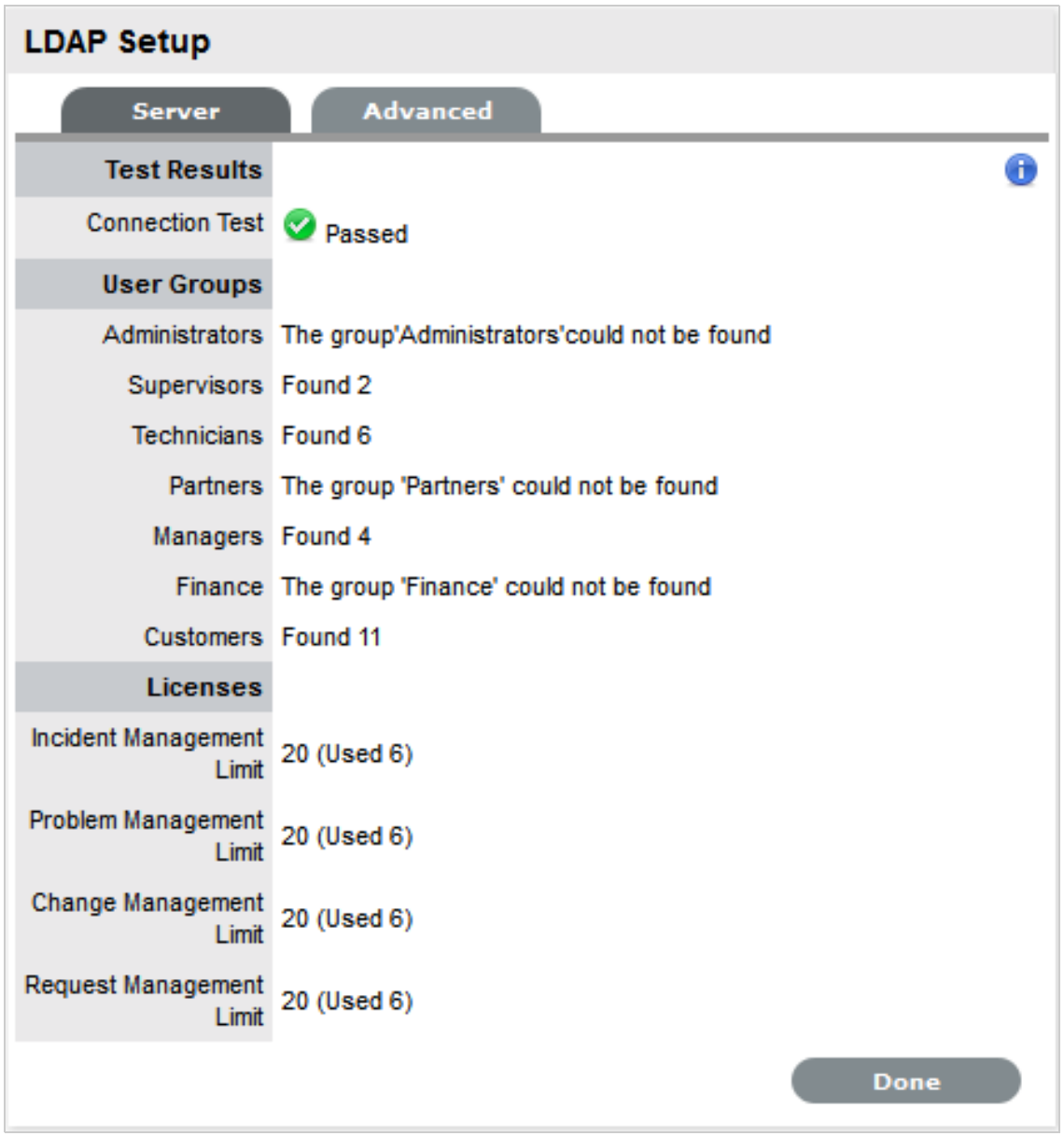
2.3 Importing the ZENworks User Source to ZENworks Service Desk

1 Log in to the ZENworks Service Desk user interface.

For more information on logging in to ZENworks Service Desk, see Section 2.1, “Logging in to the ZENworks Service Desk User Interface,” on page 9.

2 Click **Setup** > **Authentication**.

3 On the LDAP or Active Directory Setup page, click **Edit**.



4 Select one of the following authentication types:

- **LDAP Server Authentication:** Go to Step 5.
- **Active Directory Server Authentication:** Go to Step 6.

5 (Conditional)If you are using LDAP server authentication, configure the settings:

5a Fill in the following fields:

Security: Select the type of user authentication (Secure Socket Layering (SSL) or Clear Text authentication). You can choose to use an anonymous or password-protected login. If you choose an anonymous login, ensure that anonymous access to the directory is available.

Server Host: Specify the host name or IP address of the LDAP server.

Server Port: Specify the LDAP server port. The default port is 389.

User Name: Specify the username to authenticate in to the LDAP server or leave this blank for anonymous connections. For example, `cn=admin, o=Micro Focus`.

Password: Specify the password.

BaseDN: Specify the base domain name.

The base domain name refers to the domain location of the user groups. For example, if the location of the user groups is `ou=UserGroups,ou=MIS,dc=myoffice,dc=mycompany,dc=com`, you must specify `ou=UserGroups,ou=MIS,dc=myoffice,dc=mycompany,dc=com`.

Include Customers: Ensure **Yes** is enabled. Internal Authentication is not supported by ZENworks.

Mix Mode: Ensure **No** is enabled. Internal Authentication is not supported by ZENworks.

Default Timezone: Select the default time zone to be applied to all the user accounts that are imported by using the authentication server.

5b Click **Save**.

5c Click **Advanced**.

5d Set the **GUID** option to **Standard**, and select **GUID**.

5e Skip to Step 7.

6 (Conditional) If you are using Active Directory server authentication, configure the settings:

6a Perform the following fields:

Domains: Click **New** to specify a Active Directory domain.

Security: Select the type of user authentication (Secure Socket Layering (SSL) or Clear Text authentication). You can choose to use an anonymous or password-protected login. If you choose an anonymous login, ensure that anonymous access to the directory is available.

Server Host: Specify the host name or IP address of the Active Directory server.

Server Port: Specify the Active Directory server port. The default port is 389.

User Name: Specify the username to authenticate in to the Active Directory server or leave this blank for anonymous connections.

Password: Specify the password.

Users Node: The component of the base domain name that refers to the location of the User Groups. For example, cn=users.

Include Customers: Ensure **Yes** is enabled. Internal authentication is not supported by ZENworks.

Mix Mode: Ensure **No** is enabled. Internal authentication is not supported by ZENworks.

Default Timezone: Select the default time zone to be applied to all the user accounts that are imported by using the authentication server.

6b Click **Save**.

6c Click **Advanced**.

6d Set the **GUID** option to **Standard**, and select **objectGUID**.

7 Click **Test** to create a connection to the LDAP Server.

or

Click **Sync** to run the synchronization process manually. This is useful for the initial deployment and when new directory server accounts have been created for users requiring immediate access to the system.

2.4 Assigning Processes to Users Imported to ZENworks Service Desk

After you have imported the ZENworks users to ZENworks Service Desk, you must assign the appropriate user processes to the users:

1. Log in to the ZENworks Service Desk user interface.

   For more information on logging in to ZENworks Service Desk, see Section 2.1, “Logging in to the ZENworks Service Desk User Interface,” on page 9.
2. Click **User.**
3. In the Users page, click the user name for whom you want to assign the processes.
4. Select the processes you want to assign to the user and then click **Save**.

2.5 Adding the Users to a Team

You must assign the user to one or more support teams. Before assigning the user to a team, you must ensure that one or more processes has been assigned to the user. For more information on assigning processes to users, see Section 2.4, “Assigning Processes to Users Imported to ZENworks Service Desk,” on page 15.

To add users to a team:

1. Log in to the ZENworks Service Desk user interface as a supervisor or administrator.

   For more information on logging in to ZENworks Service Desk, see Section 2.1, “Logging in to the ZENworks Service Desk User Interface,” on page 9.
2. Click **User >Users**.
3. On the Users page, click the name of the user you want to assign to a team.
4. In the **Add By** option, select **Team**.
5. In the **Find Team** option, specify the team or click to list all the support teams for the processes that the user is assigned to.
6. Click the teams that you want to add the user to.
7. Click **Save**.

2.6 Importing the ZENworks Device Details to ZENworks Service Desk

You import the ZENworks Device Details to ZENworks Service Desk by using database mapping:

1. In ZENworks Service Desk user interface, click **Setup** > **AMIE** > **New.**
2. In the Server section of the AMIE page, select the type of the inventory management product.
3. Fill in the fields in the Database section:

   Type: Select the database type.

   Host: Specify the hostname or IP address of the database.

Port: Specify the port number for the database server.

Name: Specify the database name.

Username: Specify the username.

Password: Specify the password.

For the internal Sybase database or internal PostgreSQL database, you can obtain the password by running the following command:.

```
zman dgc
```

For other databases, use the password that you configured during the ZENworks Primary Server installation.

Schema: Specify the schema type. Depending on the database type, you must specify one of the following schema types:

- **For PostgreSQL:** zenadmin
- **For Sybase:** zenadmin
- **For MS_SQL:** dbo
- **For Oracle:** ZENWORKS

Catalog: Specify the catalog name. Typically this would be the name of the database. Depending on the database type, you must specify one of the following catalog types:

- **For PostgreSQL:** zenworks
- **For Sybase:** zenworks
- **For MS_SQL:** zenworks_*zonename*

  Replace *zonename* with the name of the management zone in which the Primary Server is installed.
- **For Oracle:** ZENWORKS

4 In the Notification section, select whether you want notify technicians for generated change requests. You can do this only if **Control CMS via RFC** is also enabled.

5 Fill in the fields in the Ownership section:

Unassigned (Import Items as Global): Select this option if the items are to be globally owned.

System User: Select this option to assign imported items to the System User.

Selected Customer: Select this option to assign imported items to a specific customer.

6 Fill in the fields in the Synchronization section:

Auto Create New Items: This option is visible only when a single AMIE source is defined within AMIE. Click **Yes** to automatically create items upon synchronization, relative to the "Control CMS via RFC" setting in the **Setup** > **Privileges** > **Requests** tab. If the setting is disabled, a snapshot of imported asset information is listed within the **Super** > **Configuration** > **AMIE Snapshots** tab.

Frequency: Choose a synchronization interval. You can leave this set to **Never** if the database will be synchronized manually.

The synchronization time can vary, depending on the connection speed with the external service and the database size.

7 Click **Test** to initiate a connection and test the setup.

8 Click **Save**.

9 In the AMIE page, click the server whose device details you want to import

10 Click the **Import** button.

2.7 Configuring ZENworks Service Desk By Using ZENworks Control Center

You need to configure ZENworks Service Desk so that users can log in to ZENworks and use ZENworks tools to resolve incidents for a device.

- Section 2.7.1, “Configuring the OpenID Setting,” on page 17
- Section 2.7.2, “Configuring the User Source in ZENworks Control Center,” on page 17
- Section 2.7.3, “Creating ZENworks Administrators,” on page 18

2.7.1 Configuring the OpenID Setting

To log in to ZENworks Control Center from ZENworks Service Desk, click the in the ZENworks Service Desk user interface. For information on integrating the ZENworks icon with ZENworks Service Desk, see Section 2.2, “Integrating ZENworks with ZENworks Service Desk,” on page 10.

If you want to maintain the session that was started when you first logged in to ZENworks through ZENworks Service Desk, you need to configure the OpenID setting in ZENworks Control Center:

1 Log in to ZENworks Control Center from a ZENworks Primary Server that is configured with ZENworks Service Desk.

For more information on configuring ZENworks Primary Server with ZENworks Service Desk, see

2 Click the **Configuration** tab.

3 Click **Infrastructure Management**.

4 Click the **OpenID Settings** link.

5 On the OpenID Settings page, select the **Create ZCC session while authenticating external services** option.

6 Click **Apply**, then click **OK**.

2.7.2 Configuring the User Source in ZENworks Control Center

In ZENworks Control Center, you must add the same user source that has been imported to ZENworks Service Desk.

1 Log in to ZENworks Control Center of a ZENworks Primary Server that is configured with ZENworks Service Desk.

For more information on configuring ZENworks Primary Server with ZENworks Service Desk, see, .

2 Click the **Configuration** tab.

3 In the User Sources panel, click **New** to launch the Create New User Source Wizard.

4 Follow the on-screen prompts to create the connection to the user source. For information about each of the wizard options, click the **Help** button.

2.7.3 Creating ZENworks Administrators

In ZENworks Control Center, you need to create an administrator account and provide the appropriate rights.

1. Log in to ZENworks Control Center from a ZENworks Primary Server that is configured with ZENworks Service Desk.

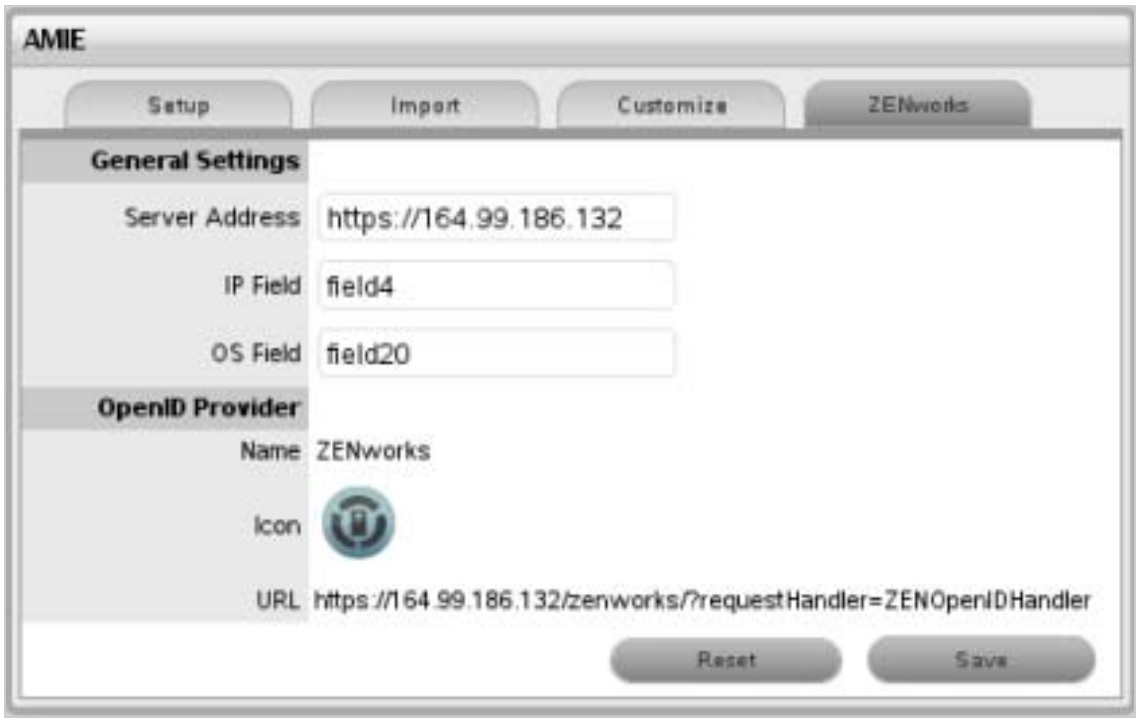
   For more information on configuring ZENworks Primary Server with ZENworks Service Desk, see .
2. Click the **Configuration** tab.
3. In the Administrators panel, click **New** > **Administrator** to display the Add New Administrator dialog box.
4. Select the **Based on User(s) in a User Source** option.
5. Click **Add**, then browse for and select the user you want.
6. Follow the on-screen prompts to create the administrator. For information about each of the wizard options, click the **Help** button

   The newly created administrator account is granted rights to view all objects in the Management Zone. To grant additional rights, or to limit the administrator's rights to specific folders only, you need to modify the rights. For more information on managing administrator rights, see the *Micro Focus ZENworks 11 System Administration Reference* at the Micro Focus Documentation Web site (http://www.novell.com/documentation/zenworks11/).

2.8 Configuring the ZENworks Primary Server Details

To log in to ZENworks Control Center of a ZENworks Server from the ZENworks Service Desk user interface, you must configure the details of the ZENworks Primary Server:

1. In the ZENworks Service Desk user interface, click **Setup** > **AMIE** > **ZENworks**.



2 In the General Settings section, specify the following information:

Server Address: Specify the IP address of the ZENworks Primary Server.

User Source: Specify the name of the user source that has been added in ZENworks Control Center.

For more information on configuring user source in ZENworks Control Center, see Section 2.7.2, "Configuring the User Source in ZENworks Control Center," on page 17.

IP Field: By default within the AMIE mapping file, Field 4 in the Details Tab of an item is be used for the IP address (network address) of a device. This can be edited, if necessary.

OS Field: By default within the AMIE mapping file, Field 20 in the Details Tab of an item is used to record the OS information of a device. This can be edited, if necessary.

3 Read the information displayed in the OpenID Provider panel:

The OpenID Provider panel is displayed only if authentication of Service Desk users through ZENworks has already been enabled. For more information, see "Enabling ZENworks Authentication for Service Desk Users" on page 11.

Name: Displays ZENworks as the OpenID Provider name.

Icon: Displays the ZENworks icon that will be available on the ZENworks Service Desk login page for the Service Desk customers and users accessing Service Desk.

URL: This field is initially blank. It display the OpenID Provider URL that is automatically generated based on the address specified in the **Server Address** option when you click **Save**.

4 Click **Save**.

The **URL** option in the OpenID Provider panel displays the OpenID Provider URL that is automatically generated based on the address specified in the **Server Address** option.

2.9 Configuring the ZENworks Primary Server Details in ZENworks Service Desk

To allow ZENworks Service Desk users to use ZENworks Bundle, Remote Management features, or to login to ZENworks Control Center from the ZENworks Service Desk User Interface, you must configure the details of ZENworks Primary Server.

You can use one of the following options:

NOTE: Automatic Configuration is applicable for ZENworks 11.2.3 and higher versions only. For earlier versions of ZENworks, use the Manual Configuration option.

- Section 2.9.1, “Automatic Configuration,” on page 20
- Section 2.9.2, “Manual Configuration,” on page 20

2.9.1 Automatic Configuration

1. In the ZENworks Service Desk user interface, click **Setup** > **ZENworks**.
2. In the **General** tab, specify the ZENworks Server address.
3. Select **Automatic Configuration** to automatically exchange certificates.
4. In the Additional Details for "Getting Started" mode section, specify ZENworks Administrator user credentials to retrieve LDAP and AMIE configuration details.

   NOTE:

   - The ZENworks Service Desk and ZENworks certificates need to be exchanged to complete the registration process.
   - Ensure that the system time is in sync with ZENworks Service Desk and ZENworks Server.

To register ZENworks Service Desk details in ZENworks

1. Log in to the ZENworks Control Center, click **Configuration** > **Service Desk Management** > **Service Desk Registration**.
2. Select Import MSD Certificate by directly contacting the server.
3. Provide ZENworks Service Desk Server address in the ZENworks Control Center for automatic exchange of certificates.
4. Click **Import Certificate**.
5. After the certificate is imported, click **Apply**. Click **OK**.

2.9.2 Manual Configuration

1. In the ZENworks Service Desk user interface, click **Setup** > **ZENworks**.
2. In the **General** tab, specify the ZENworks Server address.
3. Select **Manual Configuration**.

4 In the Additional Details for "Getting Started" mode section, specify ZENworks Administrator user credentials to retrieve LDAP and AMIE configuration details.

5 Click **Download Certificate** and store it on the local drive.

To Register ZENworks Service Desk details in ZENworks:

1 Log in to the ZENworks Control Center, click **Configuration** > **Service Desk Management** > **Service Desk Registration**.

2 Select **Import Certificate from a file**.

3 Click the browse button, and upload the ZENworks Service Desk certificate downloaded in Step 4. Click **Apply**. Click **OK**.

Open ID Settings

1 In the ZENworks Service Desk user interface, click **Setup** > **ZENworks**.

2 Click **OpenId** tab.

3 Read the information displayed in the OpenID Provider panel:

The OpenID Provider panel is displayed only if authentication of Service Desk users through ZENworks has already been enabled. For more information, see “Enabling ZENworks Authentication for Service Desk Users” on page 11.

Name: Displays ZENworks as the OpenID Provider name.

Icon: Displays the ZENworks icon that will be available on the ZENworks Service Desk login page for the Service Desk customers and users accessing Service Desk.

URL: This field is initially blank. It display the OpenID Provider URL that is automatically generated based on the address specified in the **Server Address** option when you click **Save**.

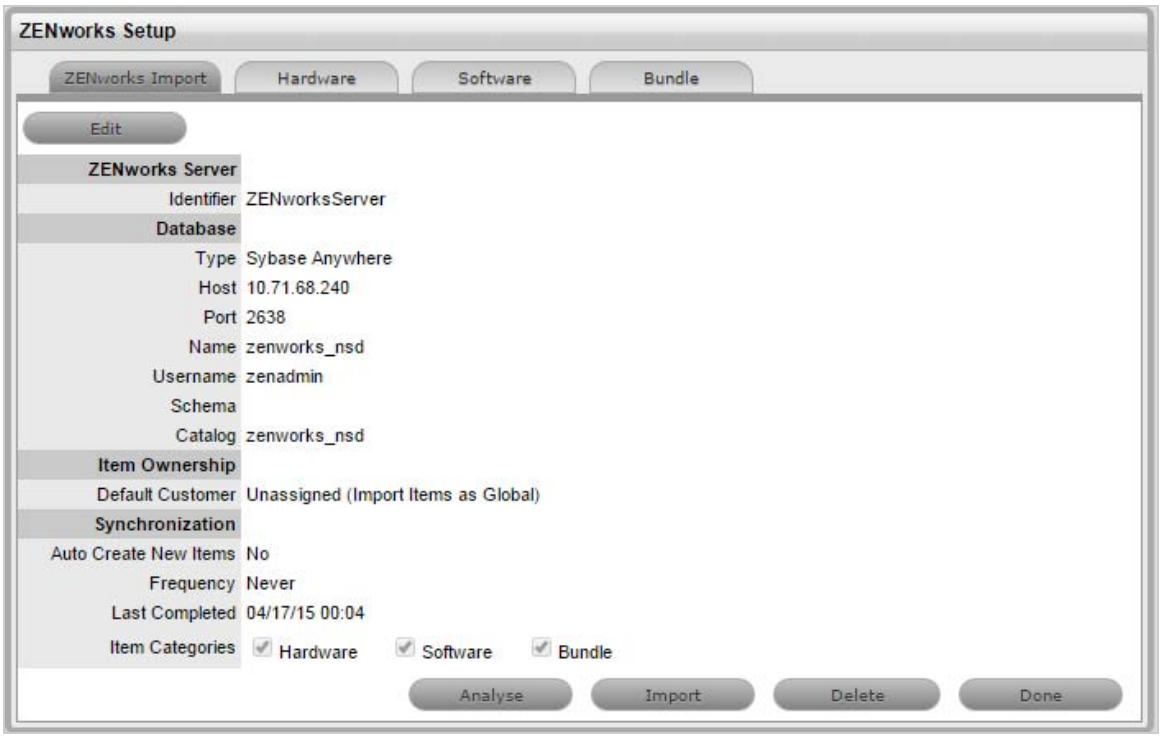
4 Click **Save**.

The **URL** option in the OpenID Provider panel displays the OpenID Provider URL that is automatically generated based on the address specified in the **Server Address** option.

2.10 ZENworks Import

Within the ZENworks CMDB import screen, multiple asset management datasources can be synchronized with the service management system.

- Section 2.10.1, “Importing Items from ZENworks,” on page 22
- Section 2.10.2, “AMIE Import Alert,” on page 32
- Section 2.10.3, “AMIE XML Migrate,” on page 32

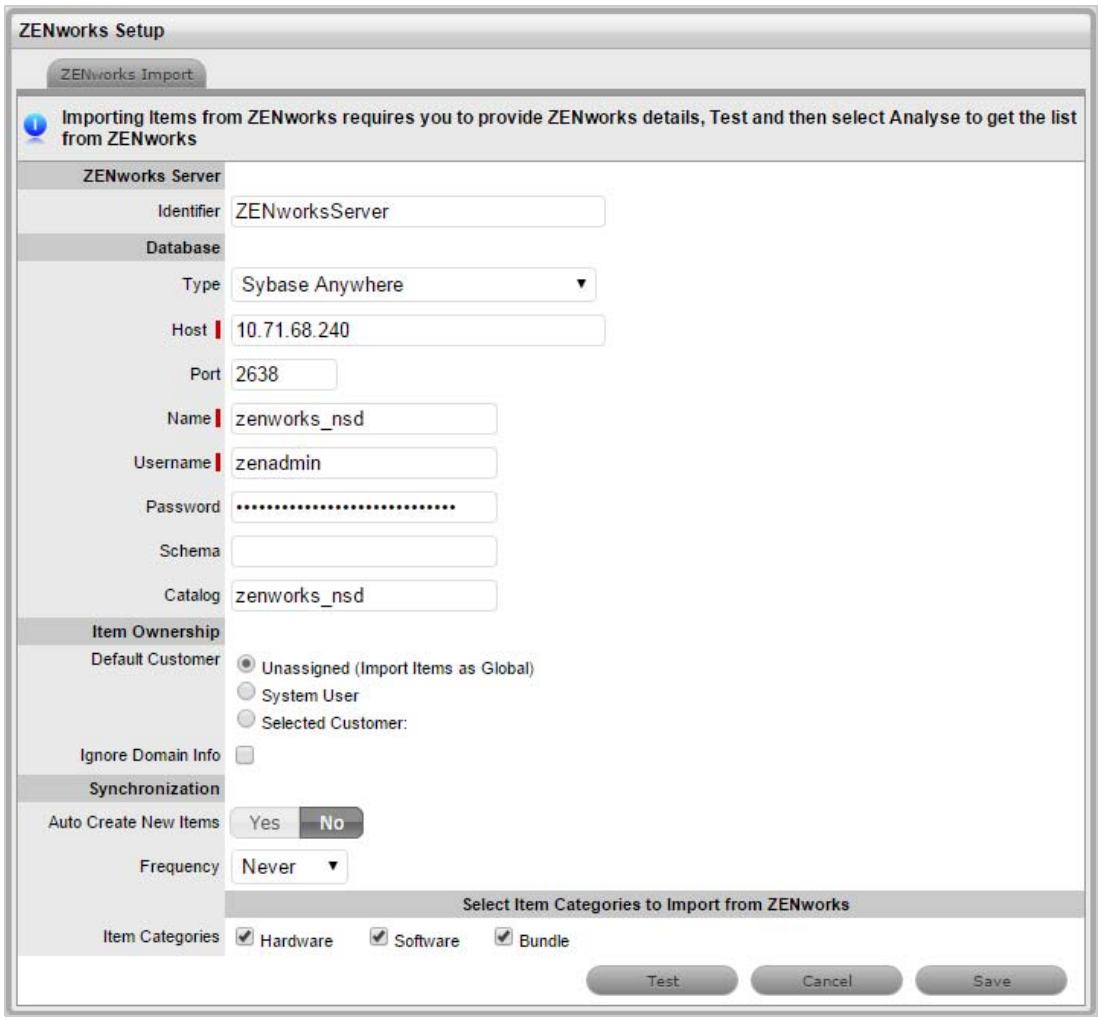


2.10.1 Importing Items from ZENworks

To import Items from ZENworks, do the following:

1. Select **Setup >ZENworks >ZENworks Import**
2. Click **New**.

   The Server, Database, Ownership, Synchronization, and Item categories fields appear.



Configuration

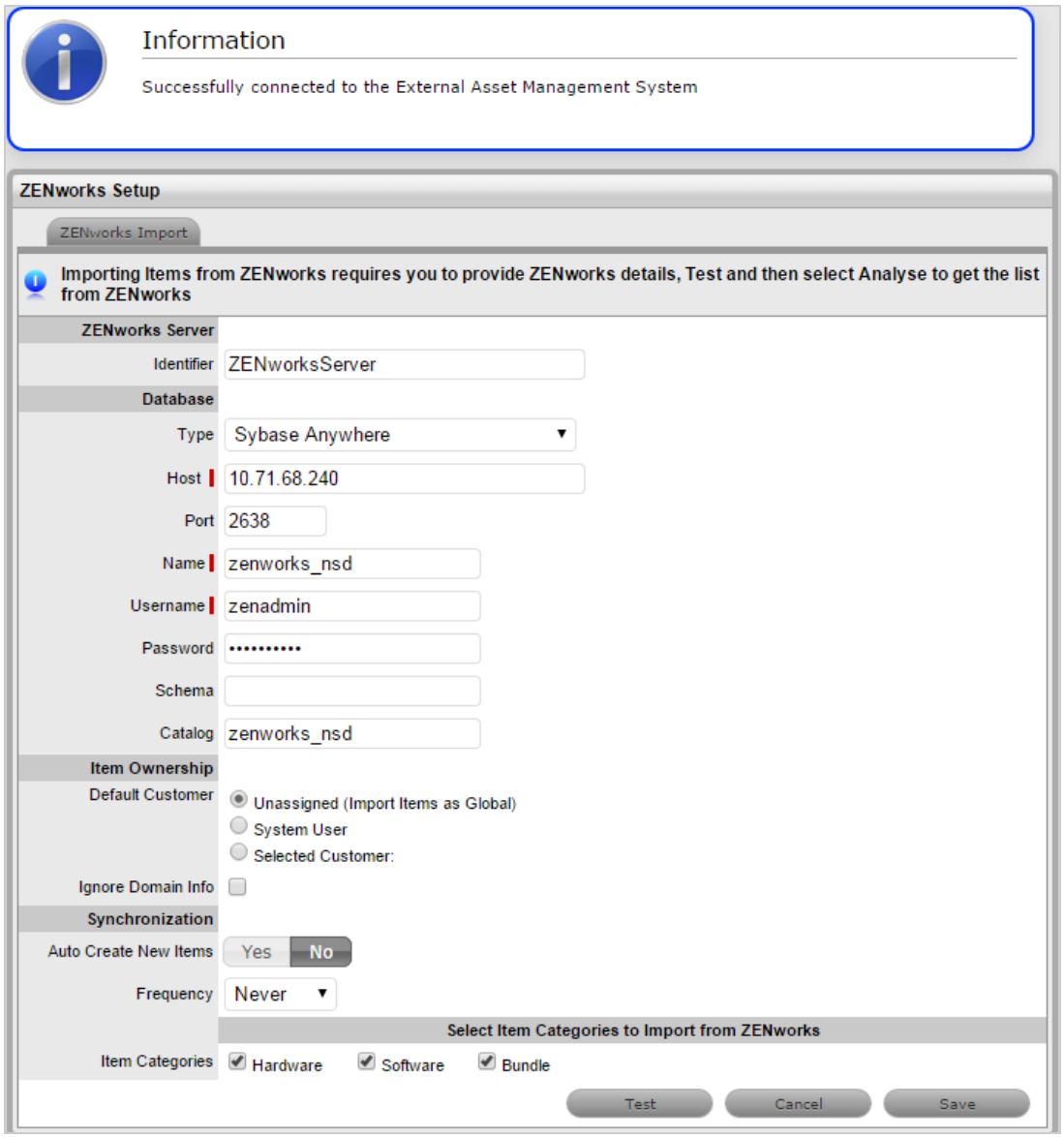
Identifier	An identifying label that is used in List Views to inform Users regarding the Source of an Item.

Server and Database

Type	Select the ZENworks database Type.
Host	Enter the ZENworks Host name or IP Address.
Port	Enter the Port Number for the database server.
Name	Enter the Database name.
Username	Complete User name details.
Password	Complete Password details.
Schema	Enter the Schema type.
Catalog	Enter the Catalog name. Typically this would be the name of the Database.

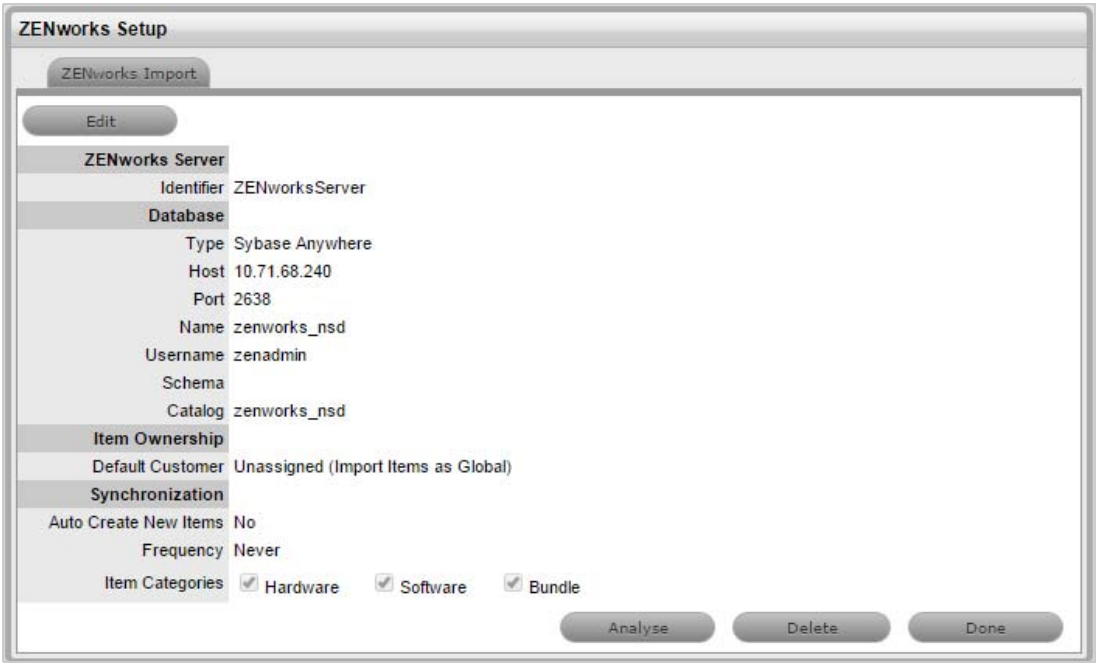
Configuration	
Notification (Only If 'Control CMS via RFC' is enabled)	
Email RFC's to Tech?	Select this option if technicians are to be notified of generated change requests.
Ownership	
Unassigned (Import Items as Global)	Select this option if Items are to be globally owned.
System User	Select this option to assign imported Items to the System User.
Selected Customer	Select this option to assign imported Items to a specific Customer.
Ignore Domain Info	Tick this field if the system is to disregard domain details attached to the User Name inside the AMIE source when assigning an owner.
Synchronization	
Auto Create New Items	This option is only visible when a single AMIE source is defined within AMIE. When enabled, Items are automatically created upon synchronization, relative to the Control CMS via RFC setting within the Setup>Privileges>Requests tab . If disabled, a snapshot of imported asset information is listed within the Super>Configuration>AMIE Snapshots tab.
Frequency	Choose a synchronization interval. This can be left as Never if the database will be synchronized manually. **NOTE:** Synchronization times will vary depending on the connection speed with the external service and the database size.
Item Type	
Hardware	Select this option if you want to import the hardware details of ZENworks devices.
Software	Select this option if you want to import the software details of ZENworks devices.
Bundle	Select this option if you want to import the ZENworks bundle details.

3. Click **Test**, to initiate a connection and test the setup.



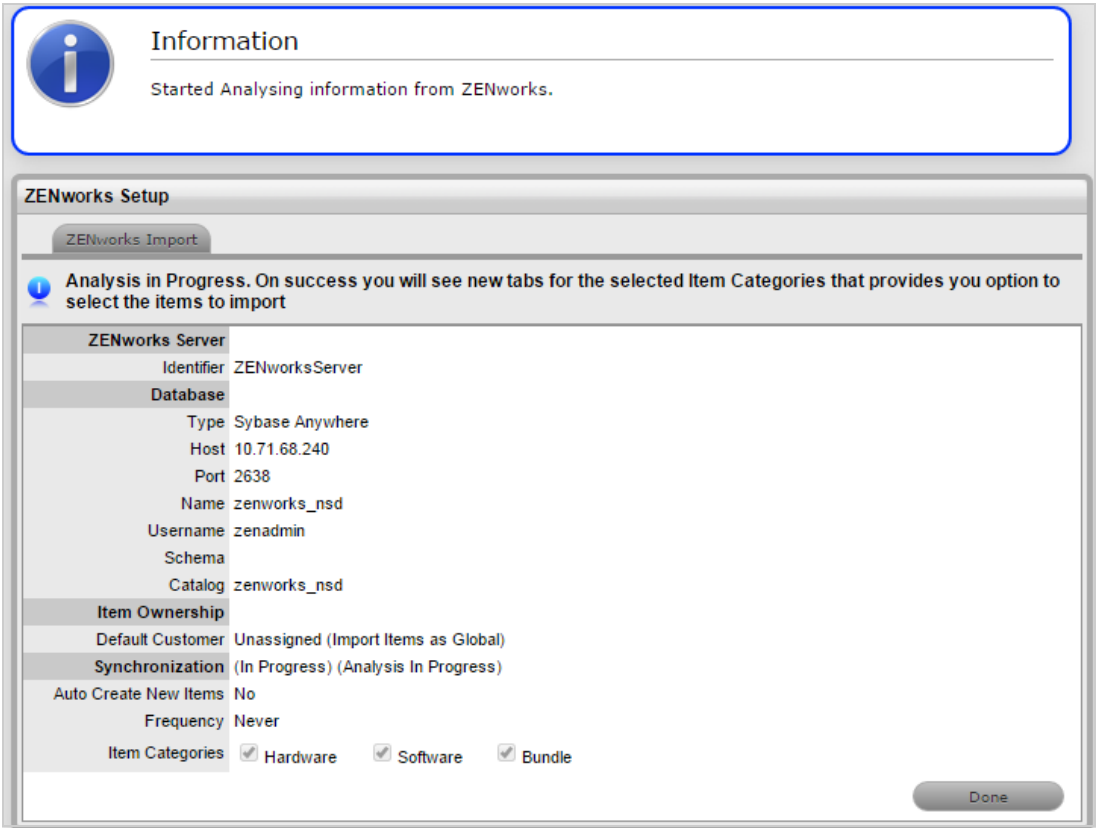
If a connection is not made, a system message will advise which part of the configuration was not successful.

4. Click **Save**.

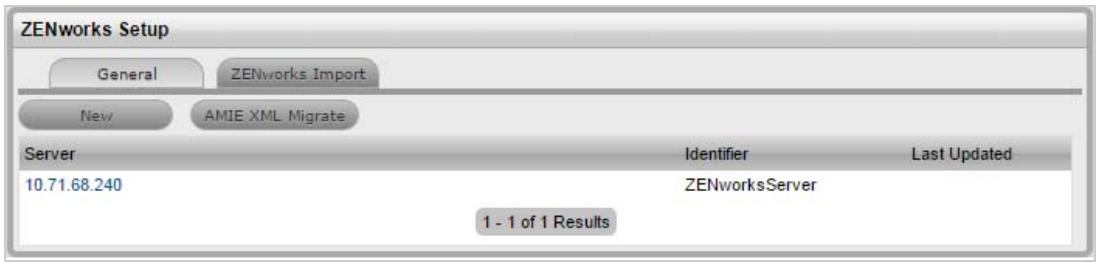


5. Click **Analyze**.

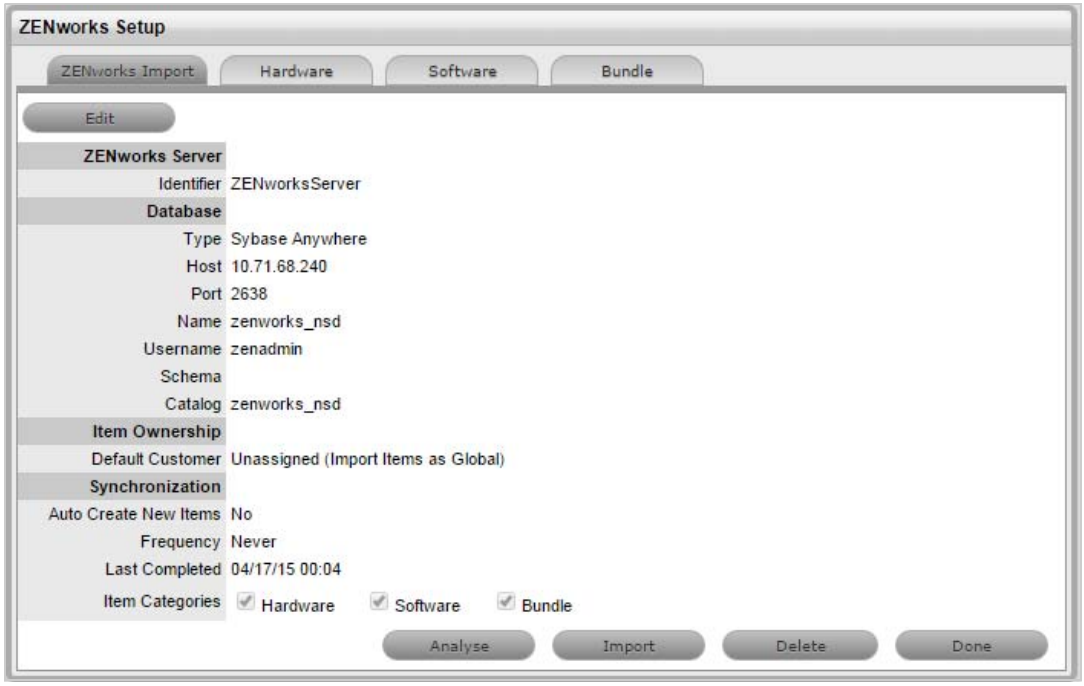
   The System starts analyzing information from ZENworks datasource. This might take several minutes depending on size of datasource and network connection.



After the analysis is complete, the system shall generate an alert with the analysis result.



On successful analysis, you will see tabs for selected Item Categories from Hardware, Software and Bundles.



6. In each of the item category tabs (Hardware, Software, Bundles), expand the parent tree.

Figure 2-1 *Hardware Tab*

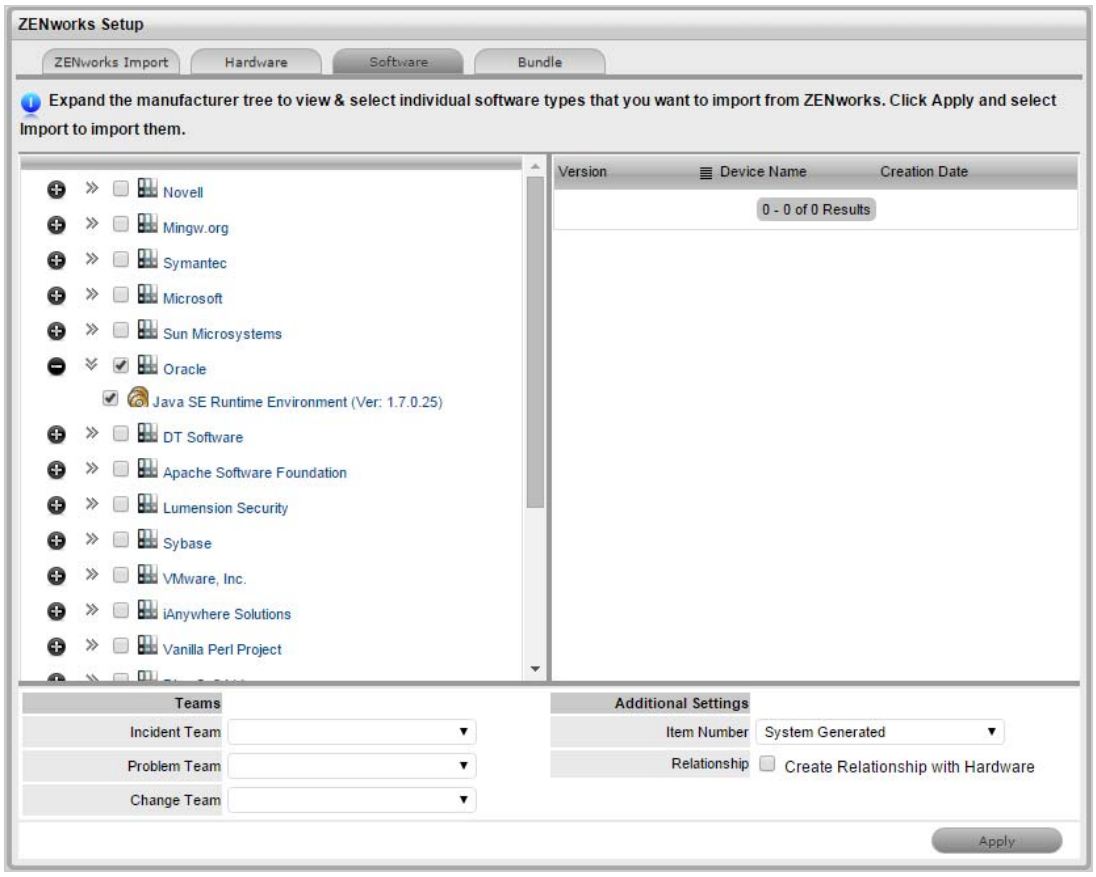


Figure 2-2 *Software Tab*

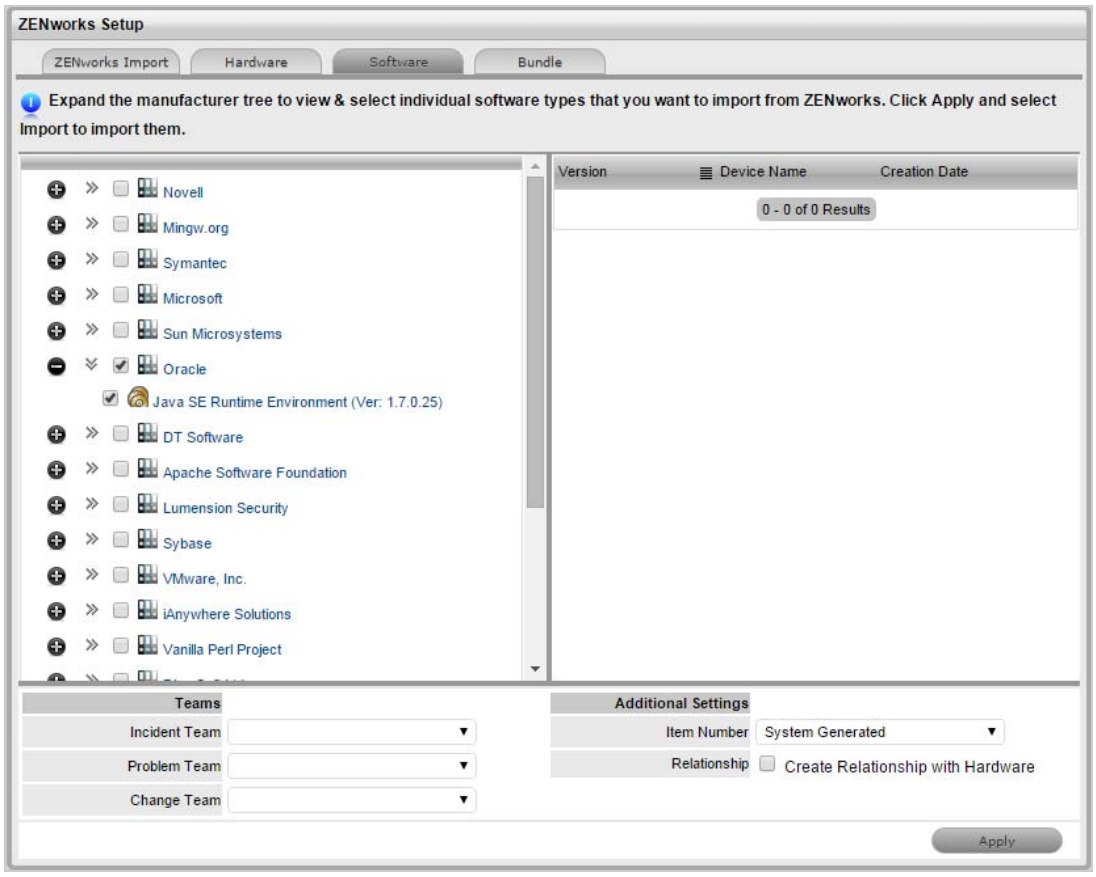
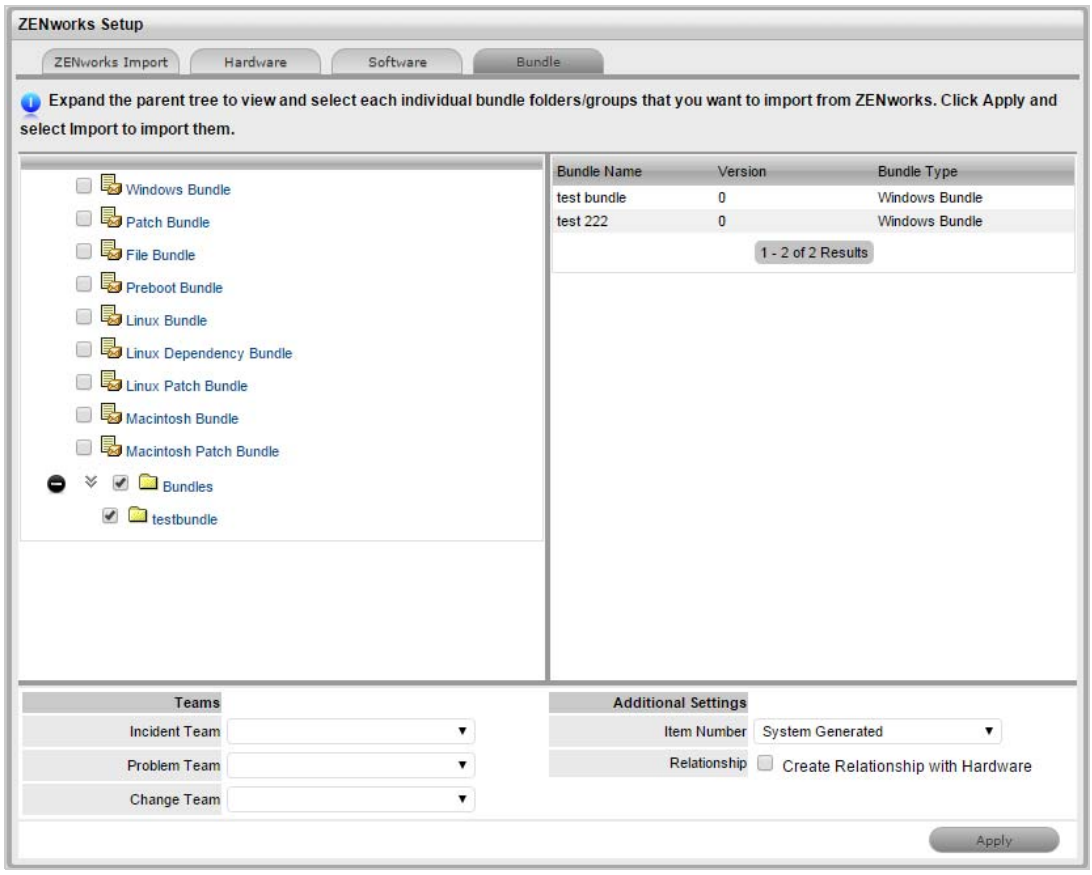


Figure 2-3 *Bundle Tab*



7. Click each item.The details are displayed on the right -hand pane.
8. Review the information, and select each individual device folders, groups, software type, and Bundles that you want to import from ZENworks.

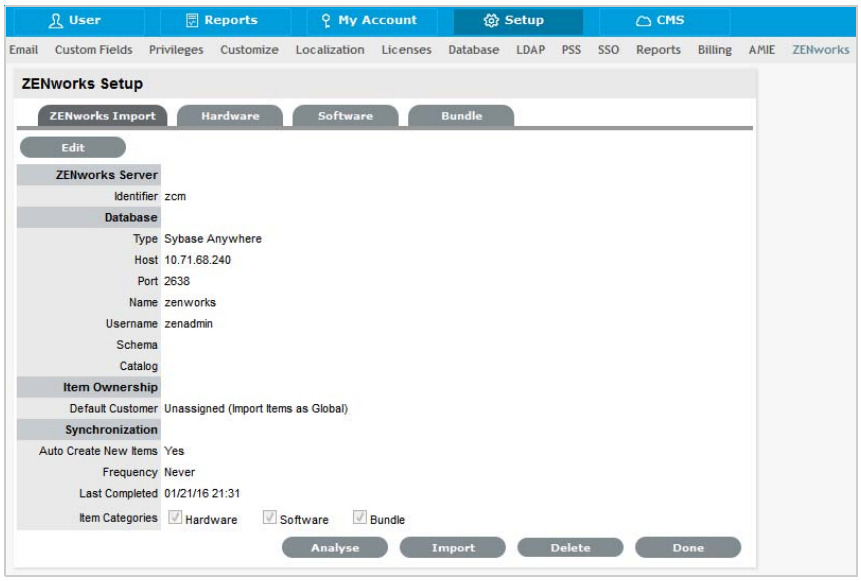
NOTE: Selecting the parent folder doesn't select individual items in the folder or subfolders

---

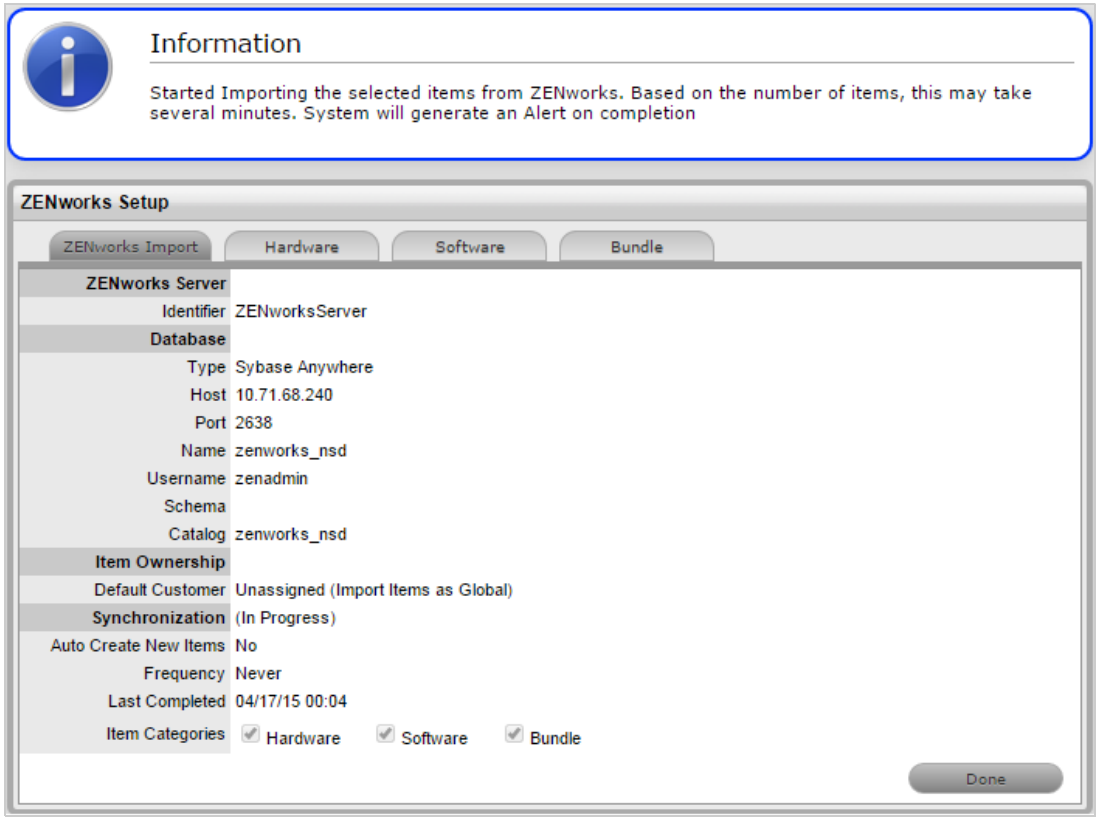
9. Specify the Teams for the selected items

   Specify if you want the item number to be generated by the system or manually. This option becomes available only if the Edit Item number is set to Yes in **Setup** >**Privileges** >**System.**

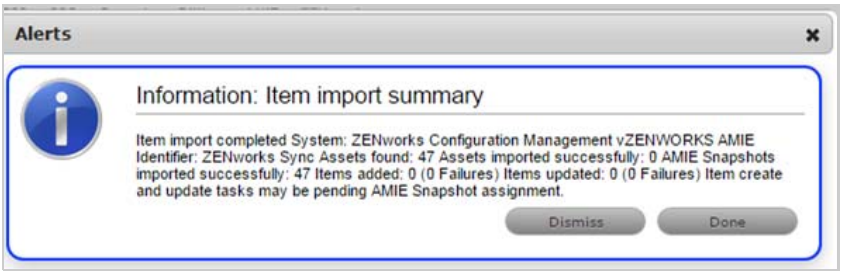
   For software and bundles, select the **Create Relationship with Hardware** check box to create relationships after import.
10. Click Apply in each of the Item category tab to save you selections.
11. Navigate to ZENworks Import tab and click **Import** to start importing the selected items from ZENworks into the CMDB.



The system shows import progress message. The import might take several minutes depending on the number of items selected for import and network connection.



After the Import is complete, an alert appears providing import results.



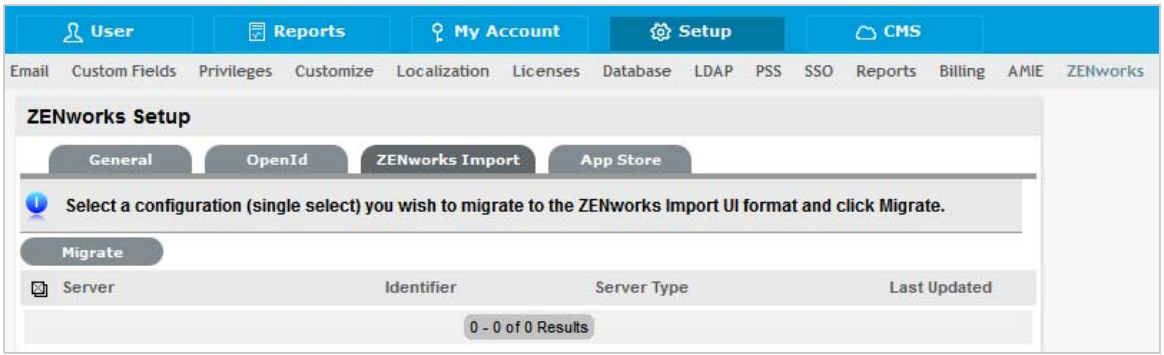
2.10.2 AMIE Import Alert

Alerts are generated for the Admin User after the AMIE synch is completed. The import alert summary displays:

- the details of the system that the synchronization was run against, as it is possible to import from multiple sources.
- the number of assets found in the datasource.
- the number of assets automatically created if a single datasource is configured in AMIE and the auto-create option is enabled; or if the Auto-Create option is disabled and Items already exists in the system, the number of Items that were updated.
- the number of AMIE Snapshots successfully imported, with a breakdown of new Items added and number of Items updated.

2.10.3 AMIE XML Migrate

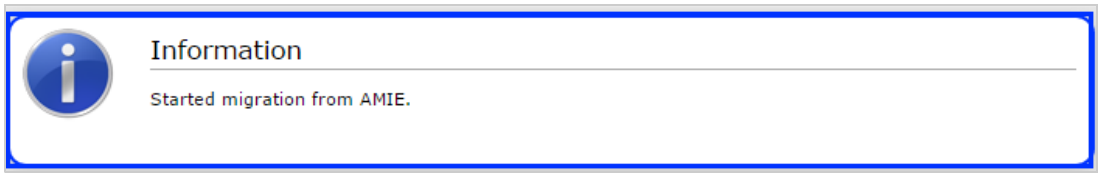
The AMIE XML Migrate option that is available within the ZENworks Import tab enables you to migrate the existing or older, System provided AMIE XML format to the ZENworks UI format.



Migrating the configuration from XML

To migrate the system provided AMIE XML files to ZENworks UI format:

1. Select an XML AMIE configuration you wish to migrate from the displayed list.
2. Click Migrate



NOTE: You can only migrate the System provided AMIE configurations (XML files). You cannot migrate the customized configurations to the ZENworks UI format. It is recommended that you continue to import items from your customized configurations.

You cannot start a migrate if the selected configuration is importing items because it might cause a conflict with the data that is being imported. You can start migrating the configuration only after the Item import is complete.

2.11 Logging in to the ZENworks Service Desk User Interface through ZENworks

1. Use a Web browser to go to the following URL:

   `http://<ip_address>:port/LiveTime/WebObjects/LiveTime.woa/wa/Login`

   Replace *port* with the port number specified during the installation of ZENworks Service Desk. The default port is 8700.

   NOTE: If you choose to use Internet Explorer 8.0 browser to log in to ZENworks Service Desk, you must ensure that the version of the browser is higher than Internet Explorer 8.0.7600.16385.

2. Click the ZENworks icon on the ZENworks Service Desk Login page.
3. In the ZENworks login dialog box, specify the credentials and click **Login** to log in to the ZENworks Service Desk user interface.

3 Managing ZENworks Bundles

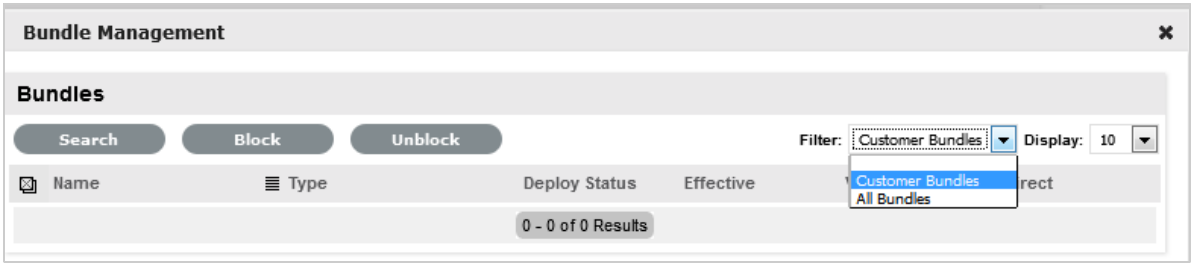
ZENworks Service Desk enables users to use the ZENworks Bundle Management capability to efficiently and quickly resolve the incidents raised for a device.

Use the following information to manage the ZENworks bundles that are applicable for a service request:

- Section 3.1, “Listing the Bundles For a Service Request,” on page 35
- Section 3.2, “Viewing Bundle Information,” on page 36
- Section 3.3, “Assigning a Bundle to a Device,” on page 37
- Section 3.4, “Assigning a Bundle to a Customer,” on page 38
- Section 3.5, “Removing a Bundle Assignment from a Device,” on page 39
- Section 3.6, “Removing a Bundle Assignment from a Customer,” on page 40
- Section 3.7, “Searching For Bundles,” on page 40
- Section 3.8, “Blocking the Bundles,” on page 42
- Section 3.9, “Unblocking Bundles,” on page 43
- Section 3.10, “Bundle Quick Tasks,” on page 44

3.1 Listing the Bundles For a Service Request

In the ZENworks Service Desk user interface, you can choose to list only the device-assigned bundles, the customer-assigned bundles, or all the ZENworks bundles that are applicable for a particular service request.



For more information, review the following sections:

- Section 3.1.1, “Listing the Device Bundles,” on page 36
- Section 3.1.2, “Listing the Customer Bundles,” on page 36
- Section 3.1.3, “Listing All the ZENworks Bundles,” on page 36

3.1.1 Listing the Device Bundles

To list all the ZENworks bundles that are assigned to the device for which the service request has been entered:

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**

   By default, the Bundles panel lists all the bundles that are assigned to the device.

3.1.2 Listing the Customer Bundles

To list all the ZENworks bundles that are assigned to the customer who entered the service request:

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the **Filter** option of the Bundles panel, select **Customer Bundles**.

3.1.3 Listing All the ZENworks Bundles

To list all the ZENworks bundles that are available on the ZENworks server that is registered with ZENworks Service Desk:

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the **Filter** option of the Bundles panel, select **All Bundles**.

3.2 Viewing Bundle Information

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the **Filter** option of the Bundles panel, select the category of the bundles whose information you want to view.

For example, selecting **Device Bundles** lists all the bundles that are assigned to the device for which the service request has been entered.

5 In the Bundles panel, click the name of the bundle whose information you want to view.

The **Details** tab in the Bundles Information panel displays the bundle's details such as name, display name, type, version, and description.

3.3 Assigning a Bundle to a Device

You can use the ZENworks Service Desk user interface to assign bundles to devices. The assignment changes are reflected in the ZENworks Control Center of the ZENworks Primary Server that is configured with ZENworks Service Desk. For more information on configuring the ZENworks Primary Server with ZENworks Service Desk, see .

You can also remove the existing bundle assignments. For information on removing the assignments, see "Removing a Bundle Assignment from a Device" on page 39.

1 Log in to the ZENworks Service Desk user interface through ZENworks.

For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.

2 In the Tasks panel, click the service request you want to resolve.

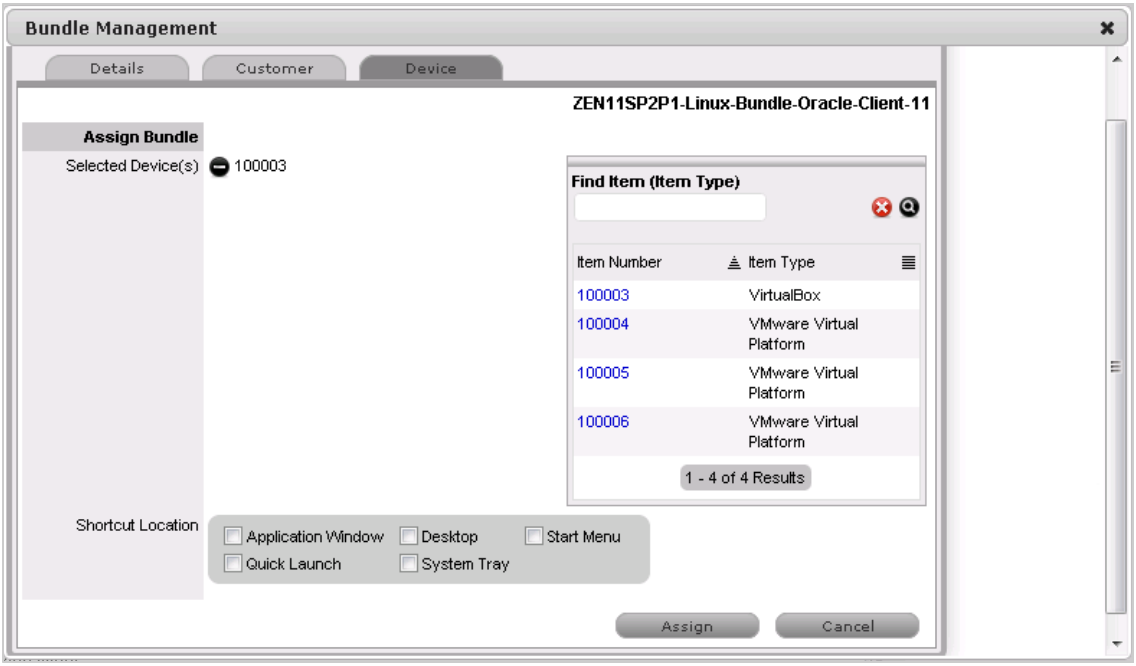
3 In the ZENworks Tools panel, click **Bundles.**

4 In the **Filter** option of the Bundles panel, select All Bundles.

5 In the Bundles panel, click the name of the bundle that you want to assign to the device.

6 Click the **Device** tab.

7 Click **Add**.



8 In the **Find Item** option, click to list all the devices that you can assign the bundle to.

9 Click the device you want to assign the bundle to.

10 Click **Assign**.

The **Device** tab lists the bundles assigned to the device.

11 Click **Done**.

3.4 Assigning a Bundle to a Customer

You can use the ZENworks Service Desk user interface to assign bundles to customers. The assignment changes are reflected in the ZENworks Control Center of the ZENworks Primary Server that is configured with ZENworks Service Desk.

You can also remove the existing bundle assignments. For information on removing the assignments, see "Removing a Bundle Assignment from a Customer" on page 40.

1 Log in to the ZENworks Service Desk user interface through ZENworks.

For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.

2 In the Tasks panel, click the service request you want to resolve.

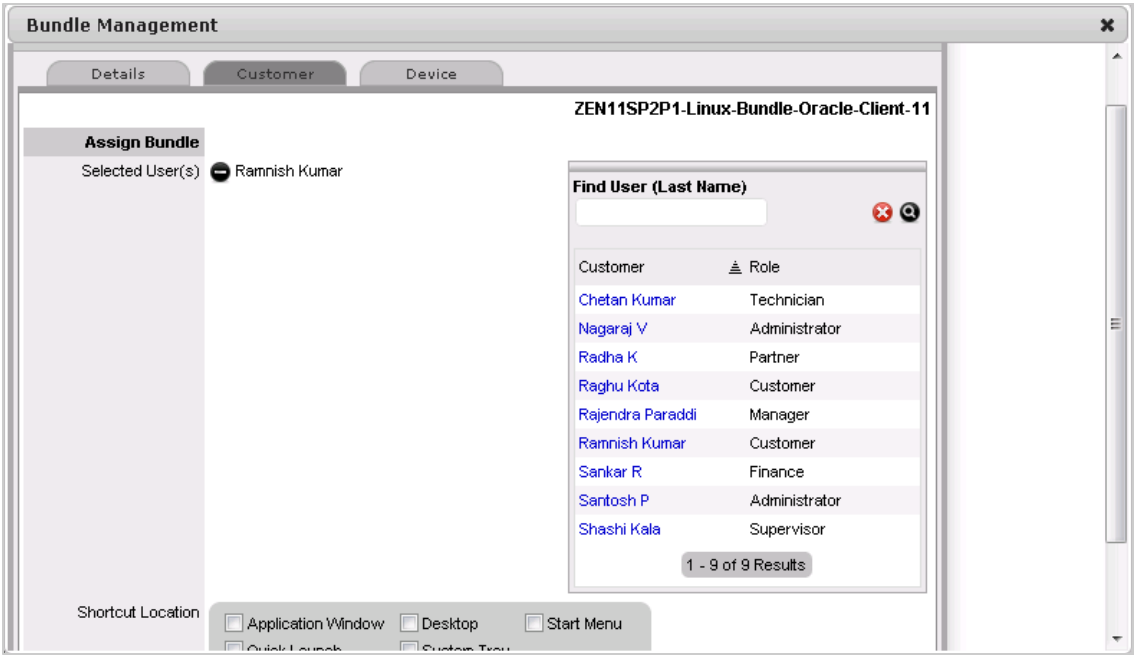
3 In the ZENworks Tools panel, click **Bundles.**

4 In the **Filter** option of the Bundles panel, select All Bundles.

5 In the Bundles panel, click the name of the bundle that you want to assign to the customer.

6 Click the **Customer** tab.

7 Click **Add**.



8 In the **Find Item** option, click to list all the customers to whom you can assign the bundle.

9 Click **Assign**.

The **Customer** tab lists the bundles assigned to the customer.

10 Click **Done**.

3.5 Removing a Bundle Assignment from a Device

You can use the ZENworks Service Desk user interface to assign bundles to devices. The assignment changes are reflected in the ZENworks Control Center of the ZENworks Primary Server that is configured with ZENworks Service Desk. For more information on assigning a bundle to a device, see Section 3.3, “Assigning a Bundle to a Device,” on page 37.

To remove the bundle assignment from a device:

1 Log in to the ZENworks Service Desk user interface through ZENworks.

For more information, see “Logging in to the ZENworks Service Desk User Interface through ZENworks” on page 33.

2 In the Tasks panel, click the service request you want to resolve.

3 In the ZENworks Tools panel, click **Bundles.**

4 In the **Filter** option of the Bundles panel, select **Device Bundles**.

5 In the Bundles panel, click the name of the bundle that has been assigned to a device.

6 Click the **Device** tab.

7 Select the assignments that you want to remove and click **Remove**.

3.6 Removing a Bundle Assignment from a Customer

You can use the ZENworks Service Desk user interface to assign bundles to customers. The assignment changes are reflected in the ZENworks Control Center of the ZENworks Primary Server that is configured with ZENworks Service Desk. For more information on assigning a bundle to a device, see Section 3.4, “Assigning a Bundle to a Customer,” on page 38.

To remove the bundle assignment from a Customer:

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see “Logging in to the ZENworks Service Desk User Interface through ZENworks” on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the **Filter** option of the Bundles panel, select **Customer Bundles**.
5. In the Bundles panel, click the name of the bundle that has been assigned to a customer.
6. Click the **Customer** tab.
7. Select the assignments that you want to remove and click **Remove**.

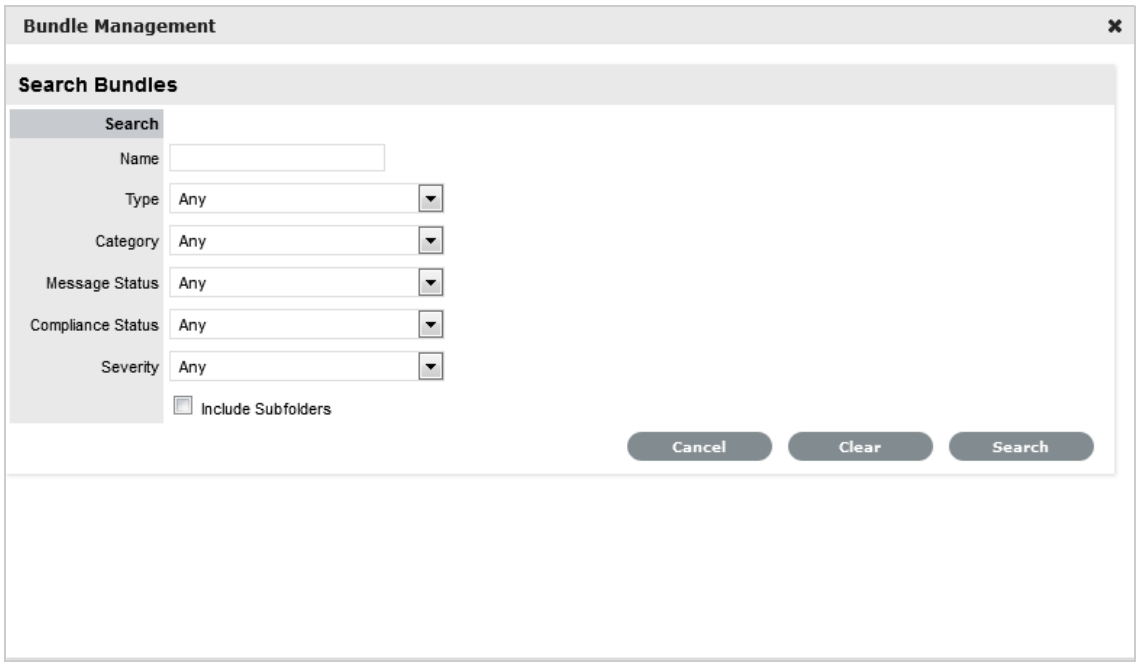
3.7 Searching For Bundles

You can use the ZENworks Service Desk user interface to search for a bundle that has been assigned to the device for which the service request has been entered or the customer who has entered the service request.

To search for the bundle:

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see “Logging in to the ZENworks Service Desk User Interface through ZENworks” on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the Bundles panel, click **Search**.



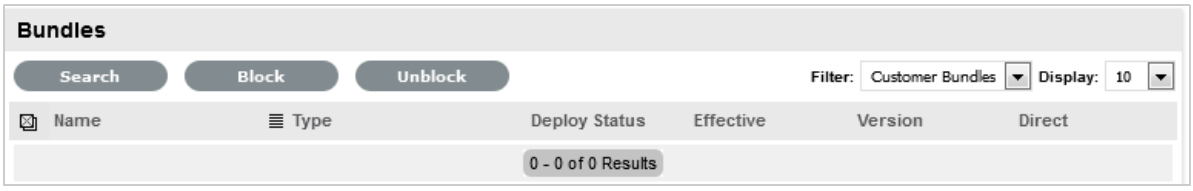
5 In the Search Bundles panel, specify one or more of the following:

Search Criteria	Description	Additional Information
Name	Specify the name of the item you are searching for.	Use the operator that is most appropriate for your search. You can include wildcard characters such as an asterisk (*) or a question mark (?). The search criteria are not case-sensitive. For example, if you specify the name as win*, then all items that have win as a part of the name are listed, such as Win1, or bun_win.

Search Criteria	Description	Additional Information
Type	Select one of the following types: ◆ **Folder:** The search is limited to the folders containing bundles. ◆ **Bundle Group:** The search is limited to the bundle groups. ◆ **Bundle:** The search is limited to the bundles. ◆ **Linux Bundle:** The search is limited to the Linux bundles. ◆ **Linux Dependency Bundle:** The search is limited to the Linux Dependency bundles. ◆ **Linux Patch Bundle:** The search is limited to the Linux Patch bundles. ◆ **Patch Bundle:** The search is limited to the Patch bundles. ◆ **Preboot Bundle:** The search is limited to the Preboot bundles. ◆ **Windows Bundle:** The search is limited to the Windows bundles.	Any is selected by default. You can choose to specify multiple search criteria at the same time. For example, if you specify the name as win*, then all the entities having win as a part of its name are listed. if you specify the name as win* and the type as Windows Bundle then only the Windows bundles with win as a part of the name are listed.
Category	Select a bundle category.	Any is selected by default
Message Status	Select a message status.	Any is selected by default
Compliance Status	Select a compliance status.	Any is selected by default
Severity	Select a severity.	Any is selected by default
Include subfolders	Select the Include subfolders option to enable the search to be performed within the subfolders.	

3.8 Blocking the Bundles

You can block the device-assigned bundles or the customer-assigned bundles from being executed on the device to which the bundles are assigned.



- Section 3.8.1, “Blocking the Bundles Assigned to a Device,” on page 43
- Section 3.8.2, “Blocking the Bundles Assigned to a Customer,” on page 43

3.8.1 Blocking the Bundles Assigned to a Device

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the Bundles panel, ensure that the **Filter** option is set to **Device Bundles**.
5. Select the device-assigned bundles that you want to block.
6. Click **Block**.

   The status of the block operation is displayed in the Bundle Management window.

3.8.2 Blocking the Bundles Assigned to a Customer

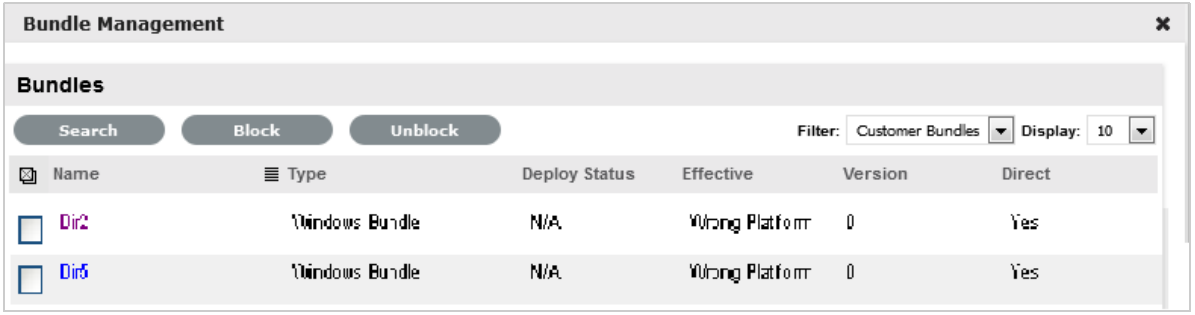
1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the Bundles panel, set the **Filter** option to **Customer Bundles**.
5. Select the customer-assigned bundles that you want to block.
6. Click **Block**.

   The status of the block operation is displayed in the Bundle Management window.

3.9 Unblocking Bundles

You can unblock the device-assigned bundles or customer-assigned bundles that have been blocked from being executed on a device.



Review the following sections:

- Section 3.9.1, "Unblocking Bundles Assigned to Devices," on page 44
- Section 3.9.2, "Unblocking Bundles Assigned to Customers," on page 44

3.9.1 Unblocking Bundles Assigned to Devices

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the Bundles panel, ensure that the **Filter** option is set to **Device Bundles**.
5. Select the blocked bundles that you want to unblock.
6. Click **Unblock**.

   The status of the unblock operation is displayed in the Bundle Management window.

3.9.2 Unblocking Bundles Assigned to Customers

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the Bundles panel, set the **Filter** option to **Customer Bundles**.
5. Select the blocked bundles that you want to unblock.
6. Click **Unblock**.

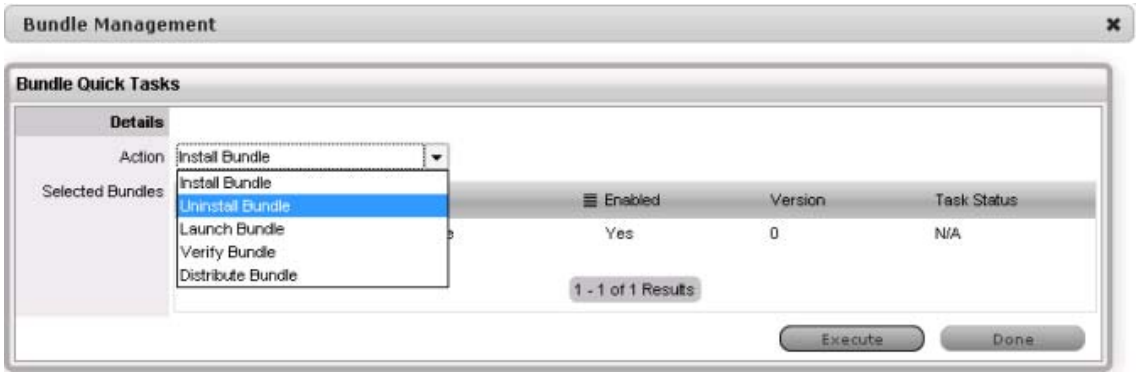
   The status of the unblock operation is displayed in the Bundle Management window.

3.10 Bundle Quick Tasks

ZENworks Service Desk allows you to quickly perform certain actions on one or more devices:

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see "Logging in to the ZENworks Service Desk User Interface through ZENworks" on page 33.
2. In the Tasks panel, click the service request you want to resolve.
3. In the ZENworks Tools panel, click **Bundles.**
4. In the Bundles panel, ensure that the **Filter** option is set to **Device Bundles**.
5. Select the bundles on which you want to perform the quick tasks and then click **Quick Tasks**.



6 In the Bundle Quick Tasks panel, select the quick task action you want to perform.

- **Install Bundle:** Lets you immediately install a bundle to one or more devices.
- **Uninstall Bundle:** Lets you uninstall a bundle from one or more devices. Uninstalling a bundle does not remove its assignments or prevent the bundle from being reinstalled.
- **Launch Bundle:** Lets you immediately launch a bundle for one or more devices. If the bundle is not already installed, it is installed and then launched
- **Verify Bundle:** Lets you verify if the specified bundle is properly installed on the device.
- **Distribute Bundle:** Lets you distribute (download and install) the specified bundle on the device.

7 Click **Execute**.

The status of the quick task action is displayed in the Bundle Management window.

4 Using ZENworks Remote Management with ZENworks Service Desk

ZENworks Service Desk allows you to remotely manage a device on the Service Desk Web console by using the ZENworks Control Center Remote Management capability. You can do the following:

- Remotely control a managed device
- Remotely log in to a managed device
- Launch the Remote Management Viewer

To perform Remote Management operations in ZENworks Service Desk:

1. Log in to the ZENworks Service Desk user interface through ZENworks.

   For more information, see Section 2.11, “Logging in to the ZENworks Service Desk User Interface through ZENworks,” on page 33.
2. Select the required remote operation from **Operations** list.
3. Click **Download** to ensure valid viewer plugins are downloaded and installed.

   The appropriate `MSI` files are downloaded for Windows devices, and `RPMs` are downloaded for Linux devices.
4. Click **Start**. The remote machine screen appears.

For more information on performing Remote Management operations, see the ZENworks Remote Management Reference (https://www.novell.com/documentation/zenworks-2017-update-4/pdfdoc/zen_cm_remote/zen_cm_remote.pdf).

If you are facing any issues while installing ZCC Helper, see Troubleshooting ZCC Helper

5 ZENworks Service Desk and ZENworks Integration Checklist

For ZENworks and ZENworks Service Desk integration the following checklist has to be followed:

- Ensure that ZENworks Primary Server and ZENworks Service Desk Servers are in sync. Time difference must be within 1 minute. Use NTP to ensure that time is accurate on the servers. Time drift is a common occurrence in virtual environments.
- Ensure that ZENworks Primary Server and ZENworks Service Desk Servers resolve each other's host names to IP addresses.Use static IP addresses and have entries in your DNS system for these servers.
- Ensure that ZENworks and ZENworks Service Desk reference to the same LDAP source.
- Ensure that the GUID field in the Advanced settings of LDAP configuration is appropriately configured to the LDAP source used. In the drop-down list for GUID field, ensure the below parameters are selected:
  - GUID for eDirectory
  - objectGUID for Active Directory
  - entryUUID for OpenLDAP

  Appropriate GUID configuration is required to perform remote management operations.
- Ensure that devices from ZENworks are imported into ZENworks Service Desk's CMDB to use bundle management capabilities.

5.1 Database Post-migration Steps

If you have migrated ZENworks database from one database provider to another provider, then ensure that you perform the following steps:

- Review the database connection details and update the required changes. Ensure all the entries and connection details are updated based on the new database details. Ensure that you match the exact character cases, as some details might be case sensitive.
- Test the updated connection.
- After successfully connecting to the database, save the changes.
- Restart ZENworks Service Desk service.

  Even if the connection is successful, the import might fail as you need to restart the ZENworks Service Desk service.
- After restarting the service, continue with the item import.

IMPORTANT: Ensure that you do not delete the existing configuration and recreate a new configuration, as this might lead to duplicate items in ZENworks Service Desk.

5.2 Item Reconciliation during item import from ZENworks

Based on your requirement, you can enable Item reconciliation to avoid the creation of duplicate items or to reconcile with an existing item based on certain criteria. For more information see the Item Reconciliation section.

NOTE: If there is more than one configuration to the same ZENworks or an older configuration is deleted and a new configuration is created pointing to the same ZENworks, then you might end up with duplicate items if reconciliation is not enabled or reconciliation criteria is not met.

5.3 Troubleshooting

The common troubleshooting scenarios are:

- Section 5.3.1, “Cannot see ZENworks menu option in the Setup,” on page 50
- Section 5.3.2, “Error message on clicking the Bundles icon in the ZENworks Tools panel of the request summary screen,” on page 50
- Section 5.3.3, “Can assign bundles to devices but unable to assign to users,” on page 51
- Section 5.3.4, “Error message on clicking the Remote Control icon in the ZENworks Tools panel of the request summary screen,” on page 51

5.3.1 Cannot see ZENworks menu option in the Setup

1. Log in to the ZENworks Service Desk user interface as a supervisor or administrator.
2. Click **Setup** > **Privileges** > **System**.
3. In the General Settings panel, set the **Enable ZENworks Integration** option to **On**.

   ZENworks menu option shall be available in Setup

5.3.2 Error message on clicking the Bundles icon in the ZENworks Tools panel of the request summary screen

1. Verify that the time difference between ZENworks Primary Servers and ZENworks Service Desk Server is within 1 minute.
2. Verify that the user has correct roles and privileges in ZENworks Control Center.

5.3.3 Can assign bundles to devices but unable to assign to users

Can assign bundles to devices but unable to assign to users, fails with the error message: *Warning Fail to assign the Bundle to user(s): <username>. Contact ZENworks administrator for more details on the operation failure.*

1. Ensure that ZENworks Configuration Management and ZENworks Service Desk refer to the same LDAP source.
2. Verify that the LDAP source name used in ZENworks Service Desk and ZENworks Control Center are the same.
3. Verify that the user has correct roles and privileges in ZENworks Control Center.

5.3.4 Error message on clicking the Remote Control icon in the ZENworks Tools panel of the request summary screen

1. Verify that the GUID field in the Advanced settings of LDAP configuration is appropriately configured according to the LDAP source used. In the drop-down list for GUID field, ensure the below parameter is selected:
   - GUID for eDirectory
   - objectGUID for Active Directory
   - entryUUID for OpenLDAP
2. Ensure valid viewer plugins are downloaded and installed.