

System Update (11.4.1) for ZENworks 11 SP4 Readme

May 2016



The information in this Readme pertains to the 11.4.1 system update for ZENworks 11 SP4.

- ◆ [Section 1, "Readme Updates," on page 1](#)
- ◆ [Section 2, "Important Reasons to Update to ZENworks 11.4.1," on page 1](#)
- ◆ [Section 3, "Planning to Deploy Version 11.4.1," on page 2](#)
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- ◆ [Section 8, "Legal Notices," on page 14](#)

1 Readme Updates

The following table contains information on the documentation content changes that were made in this Readme after the initial release of ZENworks 11 Support Pack 4 (11.4.1):

Table 1 Readme Updates

Date	Readme Item Added or Updated
May 10, 2016	<p>The issues fixed in Update for ZENworks 11 SP4 (11.4.2) are identified with the phrase (<i>Fixed in v11.4.2</i>).</p> <p>Following are the issues that are fixed in 11.4.1 (with latest Imaging driver update) and 11.4.2:</p> <ul style="list-style-type: none">◆ Section 7.15, "ZENworks Imaging using Tuxera is not supported on Windows 10 with Sysprep," on page 12

2 Important Reasons to Update to ZENworks 11.4.1

This update fixes some of the issues discovered in previous ZENworks releases and also includes new features.

- ◆ [Section 2.1, "Updating from Java Runtime 7 to Java Runtime 8," on page 2](#)
- ◆ [Section 2.2, "Support for New Platforms," on page 2](#)
- ◆ [Section 2.3, "Administration Browser Support," on page 2](#)

2.1 Updating from Java Runtime 7 to Java Runtime 8

Java Runtime 7 Public Updates are no longer supported by Oracle. For information, see the [Java website](#). ZENworks 11.4.1 updates Java Runtime from version 7 to version 8 on supported platforms.

ZENworks 11.4.1 will not update Java Runtime to version 8 on the following platforms:

- ♦ Windows Server 2008 SP2 x86, x86_64 (Datacenter, Enterprise, and Standard editions)
- ♦ Windows Server 2008 R2 x86_64 (Datacenter, Enterprise, and Standard editions)
- ♦ Embedded XP SP3 (WES 2009) x86
- ♦ Windows XP Professional SP3 x86
- ♦ Windows XP Tablet PC Edition SP3 x86
- ♦ Windows 7 x86, x86_64 (Professional, Ultimate, and Enterprise editions)
- ♦ Windows Embedded 7
- ♦ Macintosh 10.8.2 and older versions

Novell recommends that you update the above devices to versions supported by Java 8. This will ensure that you receive Critical Security Updates for Java 8 that are released by Oracle periodically.

2.2 Support for New Platforms

In ZENworks 11.4.1, the following platforms are supported:

- ♦ Windows 10 x86, x86_64 (Professional, Education, Enterprise, and Enterprise LTSC editions)
- ♦ SLES 10 SP3 and SP4 x86, x86_64
- ♦ SLES 11 SP4 x86, x86_64
- ♦ SLED 11 SP4 x86, x86_64
- ♦ Macintosh 10.11.x (EL Capitan)
- ♦ Open Enterprise Server 2015 x86_64

For more information about the system requirements, see [ZENworks 11 SP4 System Requirements](#).

IMPORTANT

- ♦ The SLES 12 operating system does not support imaging operations (take and restore).
-

2.3 Administration Browser Support

In ZENworks 11.4.1, the following web browsers are supported:

- ♦ Firefox ESR version 38.3
- ♦ Firefox version 40.x and 41.x

3 Planning to Deploy Version 11.4.1

Use the following guidelines to plan for the deployment of ZENworks 11.4.1 in your Management Zone:

- ♦ Apply the pre-requisite update to the ZENworks 11 SP4 servers before upgrading to ZENworks 11.4.1. Without performing this update you cannot proceed further.

- ◆ If you use ZENworks Full Disk Encryption, download and apply the [ZFDE 11.4.1 patch \(https://download.novell.com/Download?buildid=QyKbhgJl6Vg~\)](https://download.novell.com/Download?buildid=QyKbhgJl6Vg~) to the 11.4.1 system update before deploying the update to any managed devices.
- ◆ The system reboots once after you upgrade to ZENworks 11.4.1. The reboot is applicable only for Windows devices. However, a double reboot is required in the following scenarios:

Table 2 Double Reboot Scenarios

Scenario	ZENworks Endpoint Security	Full Disk Encryption	Location Services	Client Self Defence
Upgrade from 10.3.4 or above to 11.4.1	Disabled	Disabled	Lite	Enabled
Fresh Install of 11.4.1	Disabled	Disabled	Lite	Enabled
Fresh Install of 11.4.1	Disabled	Disabled	Full	Enabled

IMPORTANT: Any managed device running versions prior to 10.3.4 must first be upgraded to at least ZENworks 10.3.4.

The system reboots after the upgrade to ZENworks 10.3.4 and then reboots again when the 11.4.1 update is deployed.

Table 3 ZENworks Cumulative Agent Update to 11.4.1: Supported Paths

Managed Device Type	Operating System	Supported Versions	Unsupported Versions
Primary Server	Windows/Linux	v11.4.x and later versions	Any version prior to 11.4.x
Satellite Server	Windows/Linux/Mac	v10.3.4 and later versions	Any version prior to 10.3.4
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

- ◆ Prior to installing the System Update, ensure that you have adequate free disk space in the following locations:

Location	Description	Disk Space
Windows: %zenworks_home%\install\downloads Linux: opt/novell/zenworks/install/downloads	In the Downloads folder to maintain agent packages.	3 GB
Windows: %zenworks_home%\work\content-repo Linux: /var/opt/novell/zenworks/content-repo	In the content-repo folder to import the zip file to the content system.	3 GB
Agent Cache	To download the applicable System Update contents that are required to update the ZENworks server.	1.5 GB
Location where the System Update file is copied.	To store the downloaded System Update zip file.	3 GB
NOTE: This is only applicable for the ZENworks Server that is used to import the System Update zip file.		

- ◆ You must deploy version 11.4.1 first to the Primary Servers, then to the Satellite Servers, and finally to the managed devices. Do not deploy this update to managed devices and Satellite Servers (or deploy new 11.4.1 Agents in the zone) until all Primary Servers in the zone have been upgraded to 11.4.1.

NOTE: When the agents start communicating with the ZENworks servers before the Primary Servers are upgraded, the agents receive inconsistent data that might impact the zone. Therefore, the Primary Servers should be upgraded within a short duration, ideally within few minutes of each other.

- ◆ The Update For ZENworks 11 SP4 (11.4.1) supercedes ZENworks 11.4.0.
- ◆ You can directly deploy ZENworks 11.4.1 to Satellite Servers and managed devices that have ZENworks 10.3.4, 11.0.0, 11.1.0, 11.2.0, 11.2.0 MU1, 11.2.0 MU2, 11.2.1, 11.2.1 MU1, 11.2.1 MU2, 11.2.2, 11.2.2 MU1, 11.2.2 MU2, 11.2.3a, 11.2.3a MU1, 11.2.4, 11.2.4 MU1, 11.3.0, 11.3.0a, Win 8.1 for 11.3.0, Win 8.1 for 11.3.0a, 11.3.0 FRU1, 11.3.1, 11.3.1 FRU1, 11.3.2, 11.3.2 FRU1, or 11.4. installed.

4 Downloading and Deploying Version 11.4.1

For instructions on downloading and deploying version 11.4.1 as an update, see the [ZENworks 11 SP4 System Updates Reference](#).

If your Management Zone consists of Primary Servers with a version prior to ZENworks 11 SP4, you can deploy ZENworks 11.4.1 to these Primary Servers only after all of them have been upgraded to ZENworks 11 SP4 and the “Post 11SP4 Update Prereq” has been applied to all these servers. For instructions, see the [ZENworks 11 SP4 Upgrade Guide](#).

For information about the Post 11SP4 Update Prereq, see [System Update \(11.4.1\) for ZENworks 11 SP4 Readme](#).

For administrative tasks, see the [Novell ZENworks documentation website \(https://www.novell.com/documentation/zenworks114/\)](https://www.novell.com/documentation/zenworks114/).

IMPORTANT: Do not update the Remote Management (RM) viewer until all the Join Proxy Satellite Servers are updated in the zone. To perform Remote Management through Join Proxy, you need to ensure that the RM viewer version and the Join Proxy version are the same.

Ensure that you read [Section 3, “Planning to Deploy Version 11.4.1,”](#) on page 2 before you download and deploy the 11.4.1 update.

Do not deploy ZENworks_11.4.1_Update.zip until all Primary Servers in the zone have been upgraded to ZENworks 11 SP4

This update requires schema changes to be made to the database. Only one Primary Server should have its services running during the initial patch installation so that other Primary Servers do not try to access the tables being changed in the database.

After the Master or dedicated Primary Server has been updated, the remaining servers can start their services and apply the update simultaneously.

For the list of supported Managed Device and Satellite Server versions in a Management Zone with 11.4.1, see the following ZENworks Support Matrix table.

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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1, v11.3.1, v11.3.1 FRU1,v11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2FRU1, v11.4	v11.4.1
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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1, v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2FRU1, v11.4	v11.4.1
v11.2	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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2FRU1, v11.4.	v11.4.1
v11.2 MU1	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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2FRU1, v11.4	v11.4.1
v11.2 MU2	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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2FRU1, v11.4	v11.4.1
v11.2.1	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,v11.3.0a, Windows 8.1 Update for v11.3.0a,v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2FRU1, v11.4	v11.4.1

Managed Device	Satellite Servers	Primary Servers
v11.2.1 MU1	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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2FRU1, v11.4	v11.4.1
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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2FRU1, v11.4	v11.4.1
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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2FRU1, v11.4	v11.4.1
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,v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
v11.2.2 MU2	v11.2.2 MU2, v11.2.3a, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a,v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
v11.2.3a MU1	v11.2.3a MU1, v11.2.3a, v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a,v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
v11.2.4	v11.2.4,v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a,v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
v11.2.4 MU1	v11.2.4 MU1,v11.3.0a, Windows 8.1 Update for v11.3.0a,11.3.0 FRU1,v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
v11.3.0	v11.3.0a, Windows 8.1 Update for v11.3.0a, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
v11.3.0 Windows 8.1 Update	v11.3.0a Windows 8.1 Update, v11.3.0 FRU1,v11.3.1, 11.3.1 FRU1, v11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
v11.3.0 FRU1	11.3.0 FRU1,11.3.1,11.3.1 FRU1,11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
v11.3.1	11.3.1,11.3.1 FRU1,11.3.2, 11.3.2 FRU1, v11.4	v11.4.1
v11.3.1 FRU1	11.3.1 FRU1,11.3.2, 11.3.2 FRU1, 11.4	v11.4.1
v11.3.2	11.3.2, 11.3.2 FRU1, 11.4	v11.4.1
v11.3.2 FRU1	11.3.2 FRU1, 11.4	v11.4.1

5 Issues Resolved by Version 11.4.1

Some of the issues identified in the initial release of ZENworks 11 SP4 have been resolved with this release. For a list of the resolved issues, see TID 7016895 in the [Novell Support Knowledgebase](#).

6 Continuing Issues in ZENworks 11.4.1

Some of the issues that were discovered in previous versions of ZENworks 11 SP4 have not yet been resolved. Review the following Readme documents for more information:

- ♦ [ZENworks 11 SP4 Readme](#)

7 Known Issues in Version 11.4.1

- ♦ [Section 7.1, "The Zicon Properties page appears blank on a ZENworks 11.4.1 device, when the operating system is upgraded to SLES or SLED 11 SP4," on page 8](#)
- ♦ [Section 7.2, "When you are connected remotely on the SLES 10 SP3 or SP4 32-bit agent the INVALID_PROTOCOL message is displayed," on page 8](#)
- ♦ [Section 7.3, "Migration from Windows 7 to Windows 10 fails when the User Management feature is enabled," on page 8](#)
- ♦ [Section 7.4, "Migration from Windows 7, 8, or 8.1 to Windows 10 fails when a Disk Encryption policy is enforced," on page 9](#)
- ♦ [Section 7.5, "After migrating from Windows 7 to Windows 10 a few ZENworks Services might not start automatically," on page 9](#)
- ♦ [Section 7.6, "Location created with the DHCP network parameter will not get enforced on SLES 12 devices," on page 9](#)
- ♦ [Section 7.7, "SNMP discovery detects the operating system as Windows 8.1 instead of Windows 10," on page 9](#)
- ♦ [Section 7.8, "The Min and Max Permanent Generation sizes are not updated in ZENworks Appliance," on page 9](#)
- ♦ [Section 7.9, "A Remote Management operation will fail on a Windows managed device if the HTTP Proxy setting is configured without the port number," on page 10](#)
- ♦ [Section 7.10, "Inventory Only Agent does not get updated from ZENworks 11.4 to ZENworks 11.4.1," on page 10](#)
- ♦ [Section 7.11, "ZENworks Adaptive Agents are not able to install downloaded patches on SLED 12 machines," on page 10](#)
- ♦ [Section 7.12, "Applying the MDT Deployment bundle to re-install the operating system on a device that already has an operating system results in an infinite loop," on page 11](#)
- ♦ [Section 7.13, "Device will behave inconsistently if the MDT task state is specified as any value other than 4," on page 12](#)
- ♦ [Section 7.14, "On Windows 10 devices, when you perform an image restore and reboot the device, some Windows features might not work," on page 12](#)
- ♦ [Section 7.15, "ZENworks Imaging using Tuxera is not supported on Windows 10 with Sysprep," on page 12](#)
- ♦ [Section 7.16, "Remote Management operations fail when performed from a 11.4.1 Primary Server on a 11.4 agent using a 11.4 Join Proxy Satellite Server," on page 12](#)
- ♦ [Section 7.17, "Mac OS X 10.10 and 10.11 managed devices cannot be used as Satellite Servers," on page 13](#)
- ♦ [Section 7.18, "For the first time when you assign ZENworks 11.4.1 to the Primary Server that is newly added to the zone an error message is displayed," on page 13](#)
- ♦ [Section 7.19, "Man pages are not working on Mac agents," on page 13](#)
- ♦ [Section 7.20, "The agent will not be functional on a SLES 11 SP3 VMware platform if the RAM size is less than or equal to 1 GB," on page 13](#)

- ♦ [Section 7.21, “SLES 10 SP3 or SP4 Imaging Servers fail to communicate with ZENworks 11.4.1 Primary Servers,”](#) on page 13
- ♦ [Section 7.22, “Query group not created for Open Enterprise Server 2015,”](#) on page 13

7.1 The Zicon Properties page appears blank on a ZENworks 11.4.1 device, when the operating system is upgraded to SLES or SLED 11 SP4

When you upgrade the operating system from SLES 11 SP3 to SLES or SLED 11 SP4 on a ZENworks 11.4.1 device, the Zicon Properties page appears blank.

Workaround: After upgrading the operating system from SLES or SLED 11 SP3 to SLES or SLED 11 SP4, you need to stop and restart the agent with the `osgiclean` parameter:

- 1 Stop the agent by running the `/etc/init.d/novell-zenworks-xplatzmd stop` command.
- 2 Restart the agent by running the `/etc/init.d/novell-zenworks-xplatzmd start --osgiclean` command.

7.2 When you are connected remotely on the SLES 10 SP3 or SP4 32-bit agent the INVALID PROTOCOL message is displayed

When you are connected remotely on the SLES 10 SP3 or SP4 32-bit agent, it displays the "INVALID PROTOCOL" message and the action fails.

Workaround: Deploy the `zrmservice` binary or `novell-zenworks-xplat-zmd-rmagent-native-11.4.1-0.i586.rpm` of 11.4.1 through a bundle on the SLES 10 SP3 or SP4 32-bit agents.

7.3 Migration from Windows 7 to Windows 10 fails when the User Management feature is enabled

Migration of Windows 7 to Windows 10 fails when the User Management feature is enabled in the ZENworks Management Zone prior to migration. Migration results in a blue screen.

Workaround: Perform the following:

- 1 Click **Device > Work stations**, then choose the required device.
- 2 Navigate to the **Settings** tab > **Device management** > click **ZENworks Agent**.
- 3 On **ZENworks Agent** > click the **override settings** link.
- 4 Below **Agent Features** > **User Management** > Clear the **Install** check box.
- 5 Click **Apply**.
- 6 Go to the ZENworks Agent console, then **Refresh**.
- 7 Reboot the device when it prompts, then continue with migration.
Enable the User Management feature after migration.

7.4 Migration from Windows 7, 8, or 8.1 to Windows 10 fails when a Disk Encryption policy is enforced

Migration of Windows 7, 8, or 8.1 to Windows 10 fails when a Full Disk Encryption policy is enforced on the device. The migration results in a blue screen, at which point the only option is to roll back the migration to the Windows 7, 8, or 8.1 operating system.

Workaround: Prior to performing the migration, remove the Disk Encryption policy from the device and ensure that the device's drives are decrypted.

7.5 After migrating from Windows 7 to Windows 10 a few ZENworks Services might not start automatically

After migrating from Windows 7 to Windows 10 a few ZENworks services such as Novell ZENworks Agent Service and ZES Service might not start automatically.

Workaround: When migrating from Windows 7 to Windows 10, use the latest version of Windows 10 (version 1511 and build 10586 or later).

7.6 Location created with the DHCP network parameter will not get enforced on SLES 12 devices

Location created with the DHCP network parameter will not get enforced on SLES 12 devices.

Workaround: None

7.7 SNMP discovery detects the operating system as Windows 8.1 instead of Windows 10

SNMP discovery detects the operating system as Windows 8.1 instead of Windows 10.

Workaround: None

7.8 The Min and Max Permanent Generation sizes are not updated in ZENworks Appliance

ZENworks 11.4.1 upgrades Java Runtime from version 7 to version 8 on supported platforms. The `PermSize` and `MaxPermSize` properties are not supported in Java 8 runtime. These properties are replaced with the `MetaspaceSize` and `MaxMetaspaceSize` properties respectively. However, the Appliance Configuration (**Basic** tab) continues to display the Min and Max Permanent Generation sizes (MB) and does not update the `MetaspaceSize` and `MaxMetaspaceSize` properties.

Workaround: Edit the `MetaspaceSize` and `MaxMetaspaceSize` property sizes (in MB):

- 1 In ZENworks Appliance Configuration, click the **Advanced** tab.
- 2 Change the `MetaspaceSize` and `MaxMetaspaceSize` property sizes in the following files:
 - ♦ **ZENServer:** Go to **ZENServer** > **conf** and then open the `zenserversettings.sh` file.
 - ♦ **ZENLoader:** Go to **ZENLoader** and then open the `ZENLoader JVM Settings` file.

7.9 A Remote Management operation will fail on a Windows managed device if the HTTP Proxy setting is configured without the port number

On a Windows managed device, the HTTP proxy setting can be configured by running the `zac sp <ip_addr:port_number>` command. If you perform a Remote Management operation without specifying the port number, the Remote Management service will not function properly.

Workaround: Run the `zac sp <ip_addr:port_number>` command and ensure that you specify the port number, then restart the Remote Management service.

7.10 Inventory Only Agent does not get updated from ZENworks 11.4 to ZENworks 11.4.1

When you upgrade the ZENworks 11 SP4 server to 11.4.1 and then you try to perform a system update of the Inventory only agent from 11.4 to 11.4.1, the agent does not get updated.

Workaround: Perform the following steps before applying the system update to ZENworks 11 SP4 Inventory only agents:

On Linux:

- 1 Run the `vi ~/.bash_profile` command to open the file `bash_profile` file.
- 2 Add the following content to the file:

```
export JAVA_HOME=/opt/novell/zenworks/share/zmd/java
export PATH=$PATH:$JAVA_HOME/bin
```
- 3 To verify the changes, run the `source ~/.bash_profile` command or logout and login.
- 4 To identify the JAVA version, run the `java -version` command.

On Mac:

- 1 Run the `vim .bash_profile` command to open the `bash_profile` file.
- 2 Add the following content to the file:

```
export JAVA_HOME=/opt/novell/zenworks/share/zmd/java
export PATH=$PATH:$JAVA_HOME/bin
```
- 3 To verify the changes, run the `source .bash_profile` command or logout and login.
- 4 To identify the JAVA version, run the `java -version` command.

7.11 ZENworks Adaptive Agents are not able to install downloaded patches on SLED 12 machines

ZENworks Adaptive Agents are not able to install downloaded patches on SUSE Linux Enterprise Desktop (SLED) 12 machines because SLED 12 is not installed with the `rpm-python.rpm` file.

Workaround: Install the `rpm-python.rpm` file:

- 1 Register the SLED 12 adaptive agent with the [SUSE Customer Center \(SCC\)](#).
- 2 On the SLED 12 machine, launch YaST by selecting **Applications > System Tools > YaST**.

- 3 Select **Software Management** under **Software Settings**.
 - 3a Type `python` in the **Search** field.
 - 3b Select the **rpm-python** check box.
 - 3c Click **Accept** and then click **Continue**.
 - 3d Click **Finish**.

7.12 Applying the MDT Deployment bundle to re-install the operating system on a device that already has an operating system results in an infinite loop

When you apply the MDT Deployment bundle to re-install the operating system on a device that already has an operating system, it results in an infinite loop. On PXE boot, the device picks up the same MDT bundle every time. This issue occurs because the Microsoft Deployment Toolkit (MDT) wipes out the ZENworks Image Safe Data (ZISD) when preparing the disk to re-install the operating system on the device. Hence, the Imaging Server does not know the status of the imaging work assigned to the device and it is never cleared.

Workaround: Perform either of the following methods:

Method 1

- 1 Customize the corresponding MDT Deployment Share which the MDT WIM uploaded in the bundle contacts on booting. Use the `ISDTool.exe` to clear the MBR:
 - 1a Download the 32-bit `ISDTool.exe` from the ZENworks Download page (https://zenworks_server_IP_address:port/zenworks-setup) under Imaging Tools. Place it in the MDT Deployment Share under the `/Tools/x86` folder.
 - 1b Download the 64-bit `ISDTool.exe` from the ZENworks Download page (https://zenworks_server_IP_address:port/zenworks-setup) under Imaging Tools. Place it in the MDT Deployment Share under the `/Tools/x64` folder.
 - 1c Open the `ZTIDiskpart.wsf` script file present in the MDT Deployment Share under the `Scripts` folder and insert the following lines just above the `Open an instance for diskpart.exe`, and dynamically pipe the commands to the program line:

```
Dim sampCmd
Dim aScriptDir
Dim aArchitecture
aScriptDir = oFSO.GetParentFolderName(WScript.ScriptFullName)
aArchitecture = oEnvironment.Item("Architecture")
sampCmd = aScriptDir & "..\tools\" & aArchitecture & "\ISDTool.exe mdt
cleandisk " & iDiskIndex
oShell.Exec (sampCmd)
```

When the device boots the MDT WIM and contacts the above customized MDT Deployment Share, the script prevents MDT from wiping out the ZISD data,

Method 2

- 1 Clear the MBR using an Imaging Script Preboot bundle before applying the MDT Deployment bundle on the device:
 - 1a Create an Imaging Script Preboot bundle in ZENworks. Add the following command as the **Script Text**:


```
dd if=/dev/zero of=/dev/sdX count=1 bs=512
```

Where `/dev/sdX` is the disk; X can be a value such as a, b or c.

1b Apply the Imaging Script Preboot bundle on the device.

1c Apply the required MDT Deployment bundle on the device.

IMPORTANT: Exercise extreme caution when using this option. The above `dd` command clears the MBR. After running this command, the operating system will not boot. Hence, the command should be run only before re-installing the operating system on the device.

7.13 Device will behave inconsistently if the MDT task state is specified as any value other than 4

In the ISDTool, if you specify any number other than 4 as the task state of the Microsoft Deployment Task (MDT), the device will behave inconsistently.

Workaround: None. You need to ensure that you specify 4 as the task state of MDT in the ISDTool.

7.14 On Windows 10 devices, when you perform an image restore and reboot the device, some Windows features might not work

On Windows 10 devices, without performing a Sysprep, when you restore an image and then reboot the device, the Windows start menu and few other Windows features like Cortana and Metro applications might not work.

Workaround: None. If you are taking an image without Sysprep, refer the [Prerequisites for taking an Image on Windows 10 without Sysprep](#) section in the [ZENworks 11 SP4 Preboot Services and Imaging Reference](#).

7.15 ZENworks Imaging using Tuxera is not supported on Windows 10 with Sysprep

(Fixed in v11.4.2) If the Tuxera driver is used to take an image of a Windows 10 device with Sysprep, then the restored device will not boot.

Workaround: None

7.16 Remote Management operations fail when performed from a 11.4.1 Primary Server on a 11.4 agent using a 11.4 Join Proxy Satellite Server

When you try to remote control a 11.4 agent from a 11.4.1 Primary Server, using a 11.4 Join Proxy Satellite Server, the operation fails. Remote control does not work using Join Proxy if the Join Proxy version is 11.4 and the Remote Management viewer version is 11.4.1.

Workaround: Update the Join Proxy Satellite Server.

7.17 Mac OS X 10.10 and 10.11 managed devices cannot be used as Satellite Servers

Mac OS X 10.10 and 10.11 managed devices cannot be used as Satellite Servers because the agent is unable to open the configured Satellite Server port in the OS X firewall. This issue occurs because the ZENworks agent depends on the `ipfw` utility for opening ports in the OS X firewall. Since OS X 10.10, the `ipfw` utility has been discontinued. Apple suggests the use of the `pfctl` utility for this purpose.

Workaround: None

7.18 For the first time when you assign ZENworks 11.4.1 to the Primary Server that is newly added to the zone an error message is displayed

For the first time when you assign ZENworks 11.4.1 to a Primary Server that is newly added to the zone an error message is displayed.

Workaround: Click the **Cancel** button in the error message and then reassign the update.

7.19 Man pages are not working on Mac agents

Man pages are not working on Mac agents.

Workaround: You can unset the `MANPATH` variable to use the general Mac commands. However, the ZENworks-specific commands will still not work.

7.20 The agent will not be functional on a SLES 11 SP3 VMware platform if the RAM size is less than or equal to 1 GB

If the RAM size is less than or equal to 1 GB on the SLES 11 SP3 for VMware platform, the agent will not function properly.

Workaround: You need to increase the RAM size to more than 1 GB on the SLES 11 SP3 VMware platform.

7.21 SLES 10 SP3 or SP4 Imaging Servers fail to communicate with ZENworks 11.4.1 Primary Servers

The default version of `openssl` in SLES 10 SP3 or SP4 servers breaks the communication with the 11.4.1 Primary Servers.

Workaround: Apply the required FTF (https://bugzilla.novell.com/show_bug.cgi?id=958701).

7.22 Query group not created for Open Enterprise Server 2015

Unable to create query groups that will help in creating dynamic workstation groups for Open Enterprise Server (OES) 2015 devices.

Workaround: Apply the required SQL scripts. For more information, see TID 7017341 in the [Novell Support Knowledgebase](https://www.novell.com/support/kb/doc.php?id=7017341) (<https://www.novell.com/support/kb/doc.php?id=7017341>).

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