

ZENworks 11 SP2

Test Scenarios for Quick Tasks

This document contains Novell ZENworks 11 SP2 Release Candidate 1 test scenarios.

Purpose of the Test Scenarios

The purpose of these exercises is to familiarize you with the some of new features included in Quick Tasks.

Assumptions

We assume that you have:

- Followed the instructions for installing ZENworks 11 SP2 by using the *ZENworks 11 SP2 Installation Guide* (<http://www.novell.com/documentation/beta/zenworks112>).
- Registered few ZENworks managed devices to the Management Zone.
- Created few bundles in the Management Zone.
- (Optional) Added one or more Primary Servers in the Management Zone.

Test Scenarios

There are three test scenarios in this document:

1. [Configuring a Quick Task that Expires After a Specified Time](#)
2. [Configuring a Quick Task that Expires Immediately](#)
3. [Configuring the Quick Task Notification Options to Send the Notification To Multiple Devices Within a Specified Time](#)

Test Scenario #1: Configuring a Quick Task that Expires After a Specified Time

Objective:

To assign a quick task that expires after a specified time to a device that is unavailable when the quick task is triggered, and make the device available before the quick task expires so that it receives the quick task.

Prerequisite:

The device on which you want to perform the quick task must either be shutdown or disconnected from the Management Zone.

Steps:

1. Log in to ZENworks Control Center.
2. Click the *Devices* tab.
3. Select the device on which you want to perform the quick task.
4. Click *Quick Tasks > Install Bundle*.
5. In the Install Bundle dialog box, select a bundle you want to install on the device and click *OK*.
6. In the Quick Task dialog box, select the *Expires after _ mins of the quick task creation* option and specify the time as 20 minutes.
7. Click *Start*.
In the Quick Task Status tab, the *Status* option displays *Connection Failed*.
8. Connect the device to the Zone or boot up the device within 20 minutes from when the quick start notification is triggered.
9. On the device, refresh the ZENworks icon to fetch the quicktasks.

Expected Results:

- When the device is either not reachable or shutdown, the *Status* option in the Quick Task Status tab displays as *Connection Failed*.
- When the device is up and running in the Management Zone, the *Status* option in the Quick Task Status tab displays the following:
 - *Assigned* - After the quick task is assigned to the device.
 - *Done* - After the quick task has been executed on the device.

Logs:

If you are unable to successfully perform the scenario, send us the following logs:

•On Windows Primary Server:

```
<ZENworks_installation_directory>\Novell\ZENworks\logs\zcc.log  
<ZENworks_installation_directory>\Novell\ZENworks\logs\services-  
messages.log
```

•On Linux Primary Server:

```
/var/opt/novell/log/zenworks/zcc.log  
/var/opt/novell/log/zenworks/services-messages.log
```

Test Scenario #2: Configuring a Quick Task that Expires Immediately

Objective:

To assign a quick task that expires immediately to a device that is unavailable when the quick task is triggered and note that the quick task is not assigned to the device even after the device is up and running in the Management Zone.

Prerequisite:

One of the devices on which you want to perform the quick task must either be shutdown or disconnected from the Management Zone. Consider that the device, *zccdevice1*, is up and running in the Management Zone and the device, *zccdevice2*, is disconnected from the Management Zone.

Steps:

1. Log in to ZENworks Control Center.
2. Click the *Devices* tab.
3. Select *zccdevice1* and *zccdevice2*.
4. Click *Quick Tasks > Reboot /Shutdown Devices*.
5. In Quick Task – Reboot/Shutdown dialog box, select *Reboot* and click *OK*.
6. In the Quick Task dialog box, select the *Expires immediately when failed to notify the device* option.
7. Click *Start*.

Expected Results:

- In the Quick Task Status Tab, the status displays as follows:
 - For the device that is up and running (*zccdevice1*) : New → Connected → Assigned → Done
 - For the device that is unavailable (*zccdevice2*) : New → Connection Failed(Expired)
- The device, *zccdevice1*, gets rebooted.
- Even if you move *zccdevice2* back in to the Management Zone and refresh the device, the device does not receive the quick task and so it does not reboot.

Logs:

If you are unable to successfully perform the scenario, send us the following logs:

•On Windows Primary Server:

```
<ZENworks_installation_directory>\Novell\ZENworks\logs\zcc.log  
<ZENworks_installation_directory>\Novell\ZENworks\logs\services-  
messages.log
```

•On Linux Primary Server:

```
/var/opt/novell/log/zenworks/zcc.log  
/var/opt/novell/log/zenworks/services-messages.log
```

Test Scenario #3: Configuring the Quick Task Notification Options to Send the Notification To Multiple Devices Within a Specified Time

Objective:

To send the quick task notification to multiple devices in a phased manner so that the Primary Server does not receive request from all the managed devices at the same time.

Prerequisite:

You must have few devices that are up and running in the Management Zone and a few devices that are moved out of the Management Zone.

Steps:

1. Log in to ZENworks Control Center.
2. Click the *Devices* tab.
3. Select the devices as mentioned in [prerequisite](#).
4. Click *Quick Tasks > Refresh Devices*.
5. In Quick Task dialog box, select *Notify all the devices within _ mins* and click *OK*.
6. Specify the time as 10 minutes.
7. Click *Start*.

Expected Results:

The status of the quick task on each device changes from New to the next state after an interval of two minutes. Device 1 at the 0th minute, Device 2 at the second minute, Device 3 at the fourth minute, and finally a notification is sent to all 5 devices within 10 minutes.

Logs:

If you are unable to successfully perform the scenario, send us the following logs:

•On Windows Primary Server:

```
<ZENworks_installation_directory>\Novell\ZENworks\logs\zcc.log  
<ZENworks_installation_directory>\Novell\ZENworks\logs\services-  
messages.log
```

•On Linux Primary Server:

```
/var/opt/novell/log/zenworks/zcc.log  
/var/opt/novell/log/zenworks/services-messages.log
```