

# ZENworks 11 SP2

## Test Scenario for Remote Management - Macintosh support

### Purpose of this Test Scenario

The purpose of this exercise is to familiarize you with Remote Management of Macintosh devices.

### Assumptions

We assume that:

- You have followed the instructions for installing ZENworks 11 SP2 by using the [ZENworks 11 SP2 Installation Guide](#).
- The machine on which Remote Control is launched, using ZENworks Control Center, has access to the Macintosh device that needs to be remote controlled.
- You have configured/enabled default Remote Management, which is available as a part of the Macintosh Operating System.

### Note

ZENworks 11 SP2 does not bundle Remote Management. The OEM version of Remote Management that is available with the Macintosh Operating System is leveraged by ZENworks for remote control.

### Objective

To remote control a Macintosh device using a device from the ZENworks Control Center device list.

### Steps

1. Log in to ZENworks Control Center.
2. Select a Macintosh device object.
3. Click *Actions > Remote Control*.
4. Launch remote control after verifying the IP address. You can also try to launch remote control using the DNS name.
5. Verify if the remote control session is launched.

### Expected Results

Remote Management viewer is launched and the user is able to remote control the target device.

### Logs

If you are unable to successfully perform the scenario, send us the `novell-zenworks-vncviewer.txt` file and screen shots of the error message.

**Note:** This log file will be created on the Desktop if launched using Internet Explorer, and it will be created in the Firefox Installation path if launched using Firefox.