

The information in this Readme pertains to the Novell ZENworks 11 Support Pack 4 Beta release.

## 1 Installation

For system requirements and installation instructions for ZENworks 11 SP4 Beta, see the [ZENworks 11 SP4 Server Installation Guide](#).

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### IMPORTANT

- ♦ The IP V6 for ZENworks 11 SP4 Beta is not supported. Hence, before installing ZENworks 11 SP4, disable IP V6 on your device.
  - ♦ The `libXtst6-32bit-1.2.2-3.60.x86_64.rpm` is required if you are using SUSE Linux Enterprise Server 12 to install ZENworks 11 SP4.
  - ♦ ZENworks Agent installation using Yast Add-on is not supported for SUSE Linux Enterprise Server 12.
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## 2 Upgrade

For detailed information on prerequisites and instructions for upgrading Primary Servers, Satellites, and managed devices to ZENworks 11 SP4 Beta, see the [ZENworks 11 SP4 Upgrade Guide](#).

## 3 What's New

For information about the new features in ZENworks 11 SP4 Beta, see [What's New in ZENworks 11 SP4](#).

## 4 Known Issues

This section contains information about issues that might occur while you work with ZENworks 11 SP4 Beta:

- ♦ [Section 4.1, "Configuration Management," on page 2](#)
- ♦ [Section 4.2, "Endpoint Security Management," on page 5](#)
- ♦ [Section 4.3, "Full Disk Encryption," on page 6](#)

## 4.1 Configuration Management

This section contains information about issues that you might encounter while using ZENworks 11 SP4 Configuration Management.

- [Section 4.1.1, “Unable to install ZENworks 11 SP4 on RHEL Server 5.10 and 5.11,” on page 2](#)
- [Section 4.1.2, “Additional Primary Server uses the same port,” on page 2](#)
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- [Section 4.1.9, “ZENworks 11 SP4 Upgrade failed on the first Primary Server,” on page 4](#)
- [Section 4.1.10, “Unable to install the .NET Framework 3.5 feature while upgrading from ZENworks 11.3.x to ZENworks 11 SP4,” on page 4](#)
- [Section 4.1.11, “Join Proxy service does not stop properly,” on page 4](#)
- [Section 4.1.12, “Blank screen is displayed during a remote login to SLES 12 or SLED 12 devices,” on page 4](#)
- [Section 4.1.13, “Unable to pull updates after system update re-deployment,” on page 4](#)
- [Section 4.1.14, “ZeUS marks the certificate as bad after remint,” on page 4](#)
- [Section 4.1.15, “http-nio CLOSE\\_WAIT clear connection default value is set to one hour,” on page 5](#)
- [Section 4.1.16, “CRT might not be available on all Primary Servers,” on page 5](#)

### 4.1.1 Unable to install ZENworks 11 SP4 on RHEL Server 5.10 and 5.11

On RHEL Server 5.10 and 5.11, if you enable Security-Enhanced Linux (SELinux), then you might not be able to install ZENworks 11 SP4 or promote a managed device to a Satellite Server.

Workaround: Disable SELinux on RHEL Server 5.10 and 5.11 before installing ZENworks 11 SP4 or promoting a managed device to a Satellite Server.

To disable SELinux:

- 1 Go to `/etc/selinux/config`.
- 2 Open the `config` file and modify the SELinux value from `enforcing` to `disabled`.
- 3 Restart the server.

### 4.1.2 Additional Primary Server uses the same port

During the installation of an additional Primary Server, it uses the same port as the first Primary Server. This happens when the port, used by parent Primary Server, is free on the additional Primary Server. If the port is busy, it prompts you to use another port.

#### **4.1.3 Unable to configure ZENworks with an external database when the firewall is on**

Unable to configure ZENworks with an external database when the firewall is turned on and the incoming echo request is blocked.

Workaround: If the firewall is turned on allow the incoming echo request.

#### **4.1.4 Do not take a snapshot immediately after configuring the appliance**

Do not take a snapshot immediately after configuring the ZENworks Appliance settings. Since, backup-related activity will be in progress and this process might take sometime.

Workaround: Check for the `ZENworksBackupDone` file located at `/opt/novell/zenworks`, then take a snapshot.

#### **4.1.5 The ZENworks Appliance Migration tool does not stop the ZENworks Services**

The ZENworks Appliance Migration tool does not stop the ZENworks services while copying the ZENworks data.

Workaround: Before running the appliance migration utility, stop all the ZENworks services on the ZENworks server on which the appliance migration utility (`ApplianceMigrationUtility.sh`) is executed.

For information about how to stop the ZENworks services, see [Stopping the ZENworks Services](#) in the [ZENworks 11 Primary Server and Satellite Reference](#).

#### **4.1.6 While restarting the ZENworks Appliance an error message is displayed**

While restarting the ZENworks Appliance the following error message might be displayed:

```
ERROR: transport error 202: bind failed: Address already in use
```

Workaround: Ignore the error message.

#### **4.1.7 Unable to launch the Ganglia Monitoring**

In a migrated ZENworks Appliance setup, you might not be able to launch the Ganglia Monitoring feature.

Workaround: To launch the Ganglia Monitoring feature, execute the `/etc/init.d/apache2 start` command at the console prompt.

#### **4.1.8 Clicking Ganglia Configuration redirects to the ZENworks Configuration page**

If you log in to ZENworks Appliance Administration console as a `zenadmin` user and click the Ganglia Configuration icon, it redirects to the ZENworks Configuration page.

Workaround: Log in as a `root` user and click the Ganglia Configuration icon.

#### 4.1.9 ZENworks 11 SP4 Upgrade failed on the first Primary Server

When you are upgrading to ZENworks 11 SP4 on a Windows 2008 R2 or Windows 2012 R2 device, the upgrade fails on the first Primary Server.

When the upgrade fails, the following error message is displayed: ZENworks Primary Agent -- Error 1326. Error getting file security: %ZENWORKS\_HOME%\cache\.

You can view this error message in the msi log file in the following location:

%ZENWORKS\_HOME%\logs\system-update\<UpdateUID\_Folder>\novell-zenworks-primary-agent-<version>.msi.log.

Workaround: You can successfully upgrade by providing full permissions to the %ZENWORKS\_HOME%\cache folder for all the users and administrators.

#### 4.1.10 Unable to install the .NET Framework 3.5 feature while upgrading from ZENworks 11.3.x to ZENworks 11 SP4

While upgrading from ZENworks 11.3.x to ZENworks 11 SP4, a pop-up is displayed indicating that the .NET Framework feature could not be installed.

Workaround: Go to *Control Panel > Programs and Features > Turn Windows features on or off >* select the *.NET Framework 3.5 feature*, then click *OK*.

#### 4.1.11 Join Proxy service does not stop properly

During the agent refresh, the Join Proxy service does not stop properly.

Workaround: Stop the ZENworks Join Proxy service or manually kill the ZENJoinProxy.exe and start the ZENworks Join Proxy service.

#### 4.1.12 Blank screen is displayed during a remote login to SLES 12 or SLED 12 devices

As an administrator, when you try to perform a remote login from ZENworks Control Center to a device that has a SLES 12 or SLED 12 operating system, if the user is already logged in to the remote device, a blank screen is displayed.

Workaround: To login to the device successfully, ensure that the user on the remote device is logged out before performing a remote login.

#### 4.1.13 Unable to pull updates after system update re-deployment

If a system update fails and goes to the FINISHED\_WITH\_ERROR state, and if the system update redeployment followed by the `zac zeus-refresh` command is done immediately, the system update does not start again. The update remains in the ERROR state.

Workaround: When the system update completes with errors, run the `zac zeus-refresh` command before re-deploying.

#### 4.1.14 ZeUS marks the certificate as bad after remind

Once the zone is reminded, ZeUS will not be able to communicate with the Primary Server, and it will mark the certificate as bad.

Workaround: Restart ZeUS.

#### 4.1.15 **http-nio CLOSE\_WAIT clear connection default value is set to one hour**

On a ZENworks 11 SP4 server, the agent ZeUS service opens a single http-nio connection with port 80. This connection will continue to be in CLOSE\_WAIT state on the server even after the agent ZeUS service is stopped. This behavior is normal as the default close time for this connection is set to a maximum of one hour. The default value of the ZeUS configurable parameter, `notifier-socket-timeout`, is set to 3600000.

The parameter is available in the following folder path: `\ZeUS\Conf\zeus.conf`, and the default value of the parameter can be configured between five minutes and one hour.

Workaround: You can ignore these CLOSE\_WAIT connections as they will be cleaned up in one hour. The maximum number of http-nio ports that can be opened per ZENworks service is 20000.

#### 4.1.16 **CRT might not be available on all Primary Servers**

During a Change Certificate Authority (CA), Remint CA or Server Remint process, the Certificate Reminting Tool (CRT) might not be available on all Primary Servers.

Workaround: Based on the scenario, perform the relevant steps:

- ♦ If you are performing a Remint CA, the CRT will be available on the current CA server.
- ♦ If you are changing the CA to Internal, the CRT will be available on the server that is selected as the new CA server.
- ♦ If you are changing the CA to External, the CRT will be available on the ZENworks Control Center server on which you are performing the operation.
- ♦ If you are performing a Server Remint, and if the CA is Internal, the CRT will be available on the current CA server.
- ♦ If you are performing a Server Remint and the CA is External, the CRT will be available on the server on which you launched the operation.

## 4.2 **Endpoint Security Management**

This section contains information about issues that you might encounter while using ZENworks 11 SP4 Endpoint Security Management.

- ♦ [Section 4.2.1, “Encryption Support Discontinued for USB 1.x Devices,” on page 5](#)
- ♦ [Section 4.2.2, “Deletion of Files from Read-Only Devices with Storage Device Control Policy,” on page 5](#)
- ♦ [Section 4.2.3, “Email Encryption,” on page 6](#)

### 4.2.1 **Encryption Support Discontinued for USB 1.x Devices**

The Data Encryption policy no longer supports encryption of USB 1.x devices.

### 4.2.2 **Deletion of Files from Read-Only Devices with Storage Device Control Policy**

The Storage Device Control policy allows you to designate removable storage devices (USB drives, etc.) as read only. If a user deletes a file from a read-only device, the file disappears from Windows Explorer even though it is not deleted. The only way to see the file again is to remove and reinsert the device.

### 4.2.3 Email Encryption

The Data Encryption policy includes a new *Encrypt local email folders and Safe Harbor attachments* option. Do not use this option. It is incomplete and will likely be pulled from the final release.

## 4.3 Full Disk Encryption

This section contains information about issues that you might encounter while using ZENworks 11 SP4 Full Disk Encryption.

- ♦ [Section 4.3.1, “Virtual and Thin-Client Environments Not Supported,” on page 6](#)

### 4.3.1 Virtual and Thin-Client Environments Not Supported

Full Disk Encryption is not supported in virtual environments. When installing the ZENworks Adaptive Agent on virtual machines or on machines accessed through thin clients, do not enable Full Disk Encryption.

## 5 Additional Documentation

This Readme lists the issues specific to ZENworks 11 SP4 Beta. For all other ZENworks 11 SP4 Beta documentation, see the [Novell ZENworks 11 SP4 Beta documentation website](http://www.novell.com/documentation/zenworks114/) (<http://www.novell.com/documentation/zenworks114/>).

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