Discovering ZENworks 2017
# Table of Contents

Unify Your Device Management with ZENworks 2017 ............................................. 1

ZENworks 2017: Unified Endpoint Management for Heterogeneous Environments ................................................................. 2

ZENworks Configuration Management 2017 ............................................................. 3

ZENworks Reporting ..................................................................................................... 5

ZENworks Patch Management 2017 ............................................................................ 5

ZENworks Asset Management 2017 ............................................................................. 6

ZENworks Endpoint Security Management 2017 ....................................................... 7

ZENworks Full Disk Encryption 2017 .......................................................................... 7

Micro Focus Service Desk Standard Edition .......................................................... 8

ZENworks 2017 Suite .................................................................................................. 8

Make the Move to ZENworks 2017 Today ................................................................... 9
Unify Your Device Management with ZENworks 2017

Since ZENworks® 7 launched in 2006, the Micro Focus® ZENworks family of products has provided thousands of businesses with an increasingly robust and diverse set of identity-centric management capabilities.

Up to this point, the ZENworks family has been primarily focused on helping you manage your traditional endpoint devices. Over the last several years, the number and type of devices that you have to manage has exploded. You now have to be concerned with supporting mobile devices, virtual desktops, traditional devices, employee-owned devices, and any number of other devices that are on the horizon.

Micro Focus ZENworks 2017 is the next evolution of the ZENworks product family. It includes new capabilities that enable you to extend the management strengths of ZENworks—such as full lifecycle management, management by exception, and identity-based management—to the majority of devices that you manage today. With the inclusion of Micro Focus Service Desk, ZENworks 2017 provides robust self-service capabilities, enabling you to build a rich, workflow-enabled store that boosts user productivity and satisfaction, increases IT efficiency, and keeps your business safe.

Moving to ZENworks 2017—either from an earlier version of ZENworks or from another systems-management product—creates intriguing new possibilities for reducing IT complexity, increasing end-user productivity, and ultimately bringing your IT department into closer alignment with your business goals. This white paper explores these possibilities by providing a detailed review of the new features and capabilities within the ZENworks 2017 suite of products.

ZENworks 2017 is a comprehensive suite of identity-based products that manage and secure devices across physical, virtual, and cloud environments.
ZENworks 2017: Unified Endpoint Management for Heterogeneous Environments

ZENworks 2017 is built on an identity-based, heterogeneous endpoint management technology that includes a unified console (ZENworks Control Center), a single ZENworks Adaptive Agent, and ZENworks server software. This integrated approach accomplishes four important goals:

- First, it enables you to control all of your endpoint configuration management, asset management, patch management, endpoint security management, and now mobile device management (MDM) functions through a single, unified management console. You can also create policies that cross traditional ZENworks product and functional boundaries.

- Second, it consolidates a broad range of configuration, asset, patch, and security management functions into a single endpoint adaptive agent. As a result, you no longer have to worry about deploying and updating multiple agents for different ZENworks products.

- Third, it allows you to leverage the best MDM capabilities built into a modern mobile platform in a familiar and powerful way.

- Fourth, it provides for both managed device heterogeneity and infrastructure-side heterogeneity. This enables you to leverage your existing skills, virtualization environment, directory service, database infrastructure, and often hardware or license investments to deliver a management solution that provides value at a lower cost and in a more intuitive manner than many other solutions.

Bringing different ZENworks products together into the same integrated console—and then extending those capabilities to a wider range of endpoint platforms and devices—has obvious implications for reducing IT complexity, lowering costs, and saving time. And when you combine this integrated platform with ZENworks’ unique policy- and identity-based approach to device management, you get an even more automated and comprehensive solution.

All ZENworks products—including ZENworks Configuration Management 2017, ZENworks Patch Management 2017, ZENworks Asset Management 2017, ZENworks Endpoint Security Management 2017, and ZENworks Full Disk Encryption 2017—are part of the ZENworks management console.
The ZENworks 2017 Unified Console

What are the MDM capabilities in ZENworks 2017?
- Deploy security and control policies to Android, iOS, and ActiveSync devices
- Deploy software, including Volume Purchase Program licenses, to iOS devices
- Track devices that are accessing your environment
- Wipe and lock devices enrolled in the system

The ZENworks 2017 management console integrates configuration, asset, patch, endpoint security management, full disk encryption, and mobile device management into the same unified console.

ZENworks Configuration Management 2017

The ZENworks 2017 family starts with ZENworks Configuration Management 2017, an improved and enhanced version of the popular and proven cross-platform, systems-management solution. The latest version of ZENworks Configuration Management automates and enforces IT management processes across the lifecycle of devices in physical, virtual, and cloud environments. Unlike other products, which only focus on physical devices, ZENworks Configuration Management empowers the most important assets in your organization: your users. Its unique identity-based management capabilities also ensure that employees remain productive by providing them with precisely the tools they need—regardless of which devices they use or where they choose to work.
New Core Capabilities

ZENworks Configuration Management 2017 includes these core capabilities, which make the product even more intelligent, flexible, and scalable:

- **Integrated mobile management** for iOS, Android, and ActiveSync devices. With the powerful new mobile device management capabilities in ZENworks 2017, you can now manage your mobile devices in much the same way you do any other device in ZENworks. Use bundles to quickly deploy software to your iOS devices. Use native VPP integration to provision the licenses for these applications. Apply core security policies to all of your devices, keep track of the devices accessing your environment, and wipe them if they get lost.

- **Enhanced application self-service** makes it easier for users to help themselves. ZENworks Configuration Management 2017 includes a two-technician license for Micro Focus Service Desk Standard Edition. This solution includes everything you need to build an enterprise application store that is tightly integrated with the ZENworks environment. You can also create workflows that mirror your business processes to your organization in order to drive the resources made available to your users via the service desk store. ZENworks Configuration Management 2017 also includes a modern, redesigned application launcher that makes it easier for users to access the applications that they have been assigned.

- **Superior application lifecycle management** means you can control every aspect of application deployment to your Windows, macOS, and Linux devices. ZENworks Configuration Management includes a standard edition version of both Flexera AdminStudio and Bundle Commander that you can use to simplify the packaging of Windows applications. You can then use ZENworks to distribute all of your Windows, Linux, Mac, and iOS applications to the devices. For traditional devices, you can also manage the day-to-day launch of the application, control the application repair process, and even control the hours each application should be available on certain devices or to certain users. Integrated change management capabilities ensure that changes are only deployed to your devices when you publish them.

- **Location awareness** for Windows, macOS, and Linux systems. This unique ability to use information about location—together with information about users and devices—adds a whole new dimension to the product’s identity-based approach to management. You can create policies that use a device's location to find the closest servers, control bandwidth throttling, control application availability, and more. Location awareness is used across the other ZENworks products.

- **Flexible deployment of Windows 10.** ZENworks 2017 offers native Windows imaging capabilities, integration with the ENGL Imaging Toolkit, and integration with the Microsoft Deployment Toolkit (MDT). Use ZENworks to deliver Windows 10 in the most efficient manner possible, given your skillset and existing investments.

- **Customer Ideas** have been implemented across the product. The Ideas portal provides an easy way for ZENworks administrators to tell Micro Focus what we can do better. With ZENworks 2017, we have added many customer-requested enhancements that should make managing your system even easier.
ZENworks Reporting

ZENworks 2017 builds on the reporting capabilities of previous versions—with an enhanced reporting service that is built on the industry-leading Jaspersoft Server Professional platform. Delivered as a virtual appliance, you can now quickly deploy ZENworks Reporting and use it to collect and analyze information in many different areas—either by building customized reports or by leveraging an expanded set of canned reports. ZENworks Reporting includes the following capabilities:

- **A rich set of canned** reports that enable you to report across all aspects of the ZENworks 2017 system. This includes inventory, software delivery, policies, patching, endpoint security, full disk encryption, and software licensing.

- **A simple, web-based, ad hoc report designer** that gives you the ability to create custom reports.

- **A new dashboard designer** that makes it easy to build interactive dashboards across the ZENworks product family.

- **A robust report designer** for customers that require pixel-perfect reports or advanced report design. With the JasperStudio tool, you can create even the most complex reports.

- **Community-developed domains** for Micro Focus Service Desk and Micro Focus Desktop Containers means you can extend the reach of ZENworks Reporting to include all products in the Endpoint Management portfolio.

ZENworks Patch Management 2017

ZENworks Patch Management 2017 brings accurate, automated patch assessment, monitoring, and remediation capabilities under the unified ZENworks 2017 console. As a result, you can manage all Windows, macOS, and Linux patches from the same console. In addition, ZENworks Patch Management 2017 includes several other compelling capabilities:

- Dynamic, rule-based policies that enable you to set up automatic rules for keeping devices patched based on your business processes.

- A broad range of application and operating system patches for Windows, macOS, SUSE Linux Enterprise, and Red Hat Enterprise Linux.

- Automated email notifications that inform you when new patches are available.

- An in-console dashboard for a quick look at the patch state of your environment.

- Integrated reporting via ZENworks Reporting that enables you to create custom reports or run canned reports about your patch management environment.
The latest release of ZENworks Asset Management, integrated with the ZENworks 2017 console, provides integrated asset management capabilities for Windows, macOS, and Linux.

Dynamic Rule-Based Patch Management

ZENworks Patch Management 2017 enables you to build rule-based policies that automate your patches at the desired level.

ZENworks Asset Management 2017

The latest release of ZENworks Asset Management, integrated with the ZENworks 2017 console, provides integrated asset management capabilities for Windows, macOS, and Linux. This integration enables you to inventory all of your devices through the same unified console. ZENworks Asset Management 2017 also offers these capabilities:

- **License reconciliation capabilities** that can create an accurate inventory and normalize licensing data across your organization, match products discovered on your network with purchased licenses, show how they relate to each other, and place them in the context of your overall licensing program.
- **Ability to allocate software licenses** based on department, cost center, or geographic location.
- **Easy license tracking** of Micro Focus GroupWise®, ZENworks, and Open Enterprise Server, using new license consumption sources.
- **Contract and document repository** to store and attach contracts and documents to your license compliance information.
- **Compliance status at a glance** via the asset management dashboard and built-in canned reports.
### ZENworks Endpoint Security Management 2017

Like ZENworks Patch Management, ZENworks Endpoint Security Management is a fully integrated part of the ZENworks 2017 console. This means you can deploy a single adaptive desktop agent for both endpoint configuration and security management. And, you use a single unified console to manage all your endpoint configuration and security policies and capabilities. This integration also means ZENworks Endpoint Security Management can take advantage of the ZENworks 2017 platform’s location awareness capabilities to help enforce endpoint security policies. Finally, ZENworks Endpoint Security Management 2017 supports more devices, policy types, security controls, and reporting functions than ever before. This includes:

- **Protection of over 10 different attack vectors**, including application control, communication hardware, data encryption, firewall, location assignment, security settings, storage device control, VPN enforcement, and Wi-Fi security
- **Lockdown driver-level enforcement** of your endpoint security policies, including the ability to define granular, feature-specific security settings for each device
- **Expanded reporting capabilities** that leverage the Jaspersoft engine to deliver robust, canned reports and that provide the ability to quickly build custom reports involving any endpoint management security policy
- **Enhanced firewall features** that give you the ability to disable the Windows firewall, update registrations in the Windows Security Center, and input ranges for IP
- **Enhanced protection of removal storage** means you can control the class, type, or even individual storage devices that are allowed

### ZENworks Full Disk Encryption 2017

ZENworks 2017 also features the ZENworks Full Disk Encryption capability, which enables you to encrypt fixed drives in any Windows device. This is especially important for users that are often on the go, putting them at risk of having their laptop or Windows tablet lost or stolen. As with other members of the ZENworks 2017 family, ZENworks Full Disk Encryption is fully integrated into the unified management console. ZENworks Full Disk Encryption 2017 provides the following capabilities:

- **Centralized, policy-based control of encryption** gives you the ability to enable device encryption from the console and have it implemented anywhere. No need for users to bring their machines to the office for encryption or decryption. Simply apply a policy, trigger a decrypt, and it happens
- **Secure, centralized key management** means you never have to worry about being able to access your corporate data.

- **Enhanced security through preboot authentication** allows you to put boot-level protection on the hard drive, instead of depending only on Windows authentication. Use either password-based or smartcard authentication to unlock the drive and then seamlessly sign in to Windows.

- **Centralized preboot authentication override** means helpdesk agents can grant access to users who forget their passwords.

- **Auditing of encryption and decryption activities** means you can prove that a device was encrypted if it ever gets lost or stolen.

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**Micro Focus Service Desk Standard Edition**

ZENworks Configuration Management and the ZENworks Suite also include licenses for Micro Focus Service Desk Standard Edition. Customers with ZCM receive two technician licenses, while Suite customers receive licenses equivalent to their Suite licenses. Micro Focus Service Desk Standard Edition provides the following capabilities:

- **Create your own workflow-enabled store.** With the service desk store capabilities in Micro Focus Service Desk, you can build your own enterprise store front that can contain any of the software bundles you create in ZENworks Configuration Management 2017. You can also list non-software items that your users can request.

- **A full incident management solution** that can grow with your company. Micro Focus Service Desk Standard Edition is a PinkVerify™ certified incident management solution that is integrated with the ZENworks product line.

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**ZENworks 2017 Suite**

All of the products discussed in this whitepaper are available standalone or as part of the ZENworks 2017 Suite. The ZENworks 2017 Suite also includes Micro Focus Desktop Containers, Suite Edition, which makes it easy to package applications as virtual containers and deliver them through ZENworks Configuration Management 2017 or through a web-based portal called the Micro Focus Desktop Containers Server. If you need more than two of the products in the ZENworks 2017 family, you will likely find it more advantageous to purchase the ZENworks 2017 Suite and realize its full range of value.

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**The ZENworks 2017 Edge**

- Increase end-user productivity and satisfaction by making sure users have what they need to get their job done.

- Reduce costs with integrated management for any platform, device, or location that leverages your expertise and infrastructure.

- Mitigate risks with identity-based security across all endpoints and locations.

- Align IT with business objectives with a strategic, unified, and policy-based approach to systems management.
It is important to note that the ZENworks Patch Management subscription, which feeds the fingerprints and patches to the system, is available as a separate add-on subscription for the ZENworks 2017 Suite. You can also add the Micro Focus Service Desk ITIL Edition if you need additional processes such as Release Management, Request Management, or Change Management.

Make the Move to ZENworks 2017 Today

When you put all these new features and capabilities together—and place them in the context of the integrated and unified ZENworks 2017 console—it quickly becomes obvious that the latest family of ZENworks products can make a major, positive impact on your IT environment. Find out how ZENworks 2017 can help your organization find new ways to control costs, boost productivity, and increase the value of your IT assets—and take control of systems management across all your physical, virtual, and cloud environments.