

# Discovering OpenText ZENworks

A closer look at OpenText ZENworks and how it helps you manage and secure your endpoints while protecting the data they contain



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**OpenText ZENworks is a comprehensive unified endpoint management and protection solution that lets you manage, secure, and protect your diverse endpoint estate from a single management console, allowing you to support your company's business goals, improve end-user satisfaction, and ensure that your company's data and reputation are protected.**

## **Manage, secure, and protect your endpoints**

Today's endpoint management landscape is more diverse than ever—your users are demanding more and the threats to your devices and their data are at an all-time high. Let OpenText™ ZENworks help you manage, secure, and protect them.

Over the last 25 years, thousands of enterprises have used OpenText ZENworks on millions of endpoints to bring order to the chaos that is a company's endpoint device estate. The latest version of OpenText ZENworks continues this, while also placing a strong focus on helping you secure those devices and protect the data that resides on them. As the number of exploits and devices continues to rise, the endpoint estate is an increasing risk. Many enterprises are so focused on protecting the datacenter that they forget that the endpoints are possibly the weakest link in the chain. Work from anywhere has pushed more end users to use different kinds of devices from different locations, making it more important than ever to have a well-managed, secure endpoint that helps users stay safe to protect them and their company's data.

OpenText ZENworks also includes OpenText ZENworks Service Desk, an IT service management platform tightly integrated with OpenText ZENworks. This makes it easier for end users to help themselves—whether by opening a ticket, requesting an application or other resource, or by accessing a rich company knowledge-base from whatever device they have. This helps improve security by eliminating users' need for shadow-IT and allowing IT to automate simple tasks, such as assigning applications and initiating OS distribution while requiring the appropriate business controls to be in place.

Additionally, when coupled with other unified endpoint management and protection solutions, such as OpenText™ Connected MX and OpenText™ Desktop Containers with Application Streaming, you can help solve business challenges such as protecting users' data from hackers that want your data, as well as from machine failures or overwriting during collaboration. You can also simplify and secure the users' deployment of, and access to, applications, no matter what device they are on or where that device is.

Moving to the latest version of OpenText ZENworks creates intriguing possibilities for reducing IT complexity, increasing end-user productivity, securing endpoints, protecting data, and bringing your IT department into closer alignment with your business's goals. This paper explores these possibilities by providing a detailed look at the new features and capabilities within the latest OpenText ZENworks suite of products.

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## What are the modern management capabilities of OpenText ZENworks?

- Manage iOS devices from cradle to grave with Device Enrollment Program support
- Support BYO-devices with native container management for Android
- Support Windows 10 AutoPilot
- Deliver policies and MSI applications to Windows 10 devices without an OpenText ZENworks agent
- Deploy applications and manage their associated licenses with Apple VPP and Android Enterprise support
- Implement critical security controls to protect your devices and data
- Track and inventory devices accessing your environment
- Keep users from deploying mobile OS updates before you're ready

## Unified endpoint management and protection for heterogeneous environments

OpenText ZENworks is a unified endpoint management solution that includes a unified console (OpenText ZENworks Control Center), a single OpenText ZENworks Adaptive Agent, OpenText ZENworks server software, and OpenText ZENworks Reporting for reporting and analysis. This integrated approach accomplishes five important goals:

- OpenText ZENworks enables you to control all your endpoint configuration management, software asset management, endpoint software patch management, endpoint security management, full disk encryption, and mobile device management (MDM) functions through a single, unified management console that can be accessed from any device from your favorite browser. You can also create policies that cross traditional OpenText ZENworks product and functional boundaries.
- OpenText ZENworks consolidates a broad range of configuration, asset, patch, and security management functions into a single endpoint adaptive agent. As a result, you no longer need to worry about deploying and updating multiple agents for different products. Additionally, if you want to start with one capability, such as Patch Management, and then turn on other capabilities, it's as simple as a couple of clicks in the OpenText ZENworks Control Center.
- OpenText ZENworks allows you to leverage the modern device management capabilities built into today's modern platforms in a familiar and powerful way using the same server and management console.
- OpenText ZENworks 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 solution.
- OpenText ZENworks allows you to run canned reports, create ad hoc reports, and build compelling technical or business dashboards using a powerful web-based report that can report across all aspects of your unified endpoint management and protection solution.

OpenText ZENworks is available as a SLES-based virtual appliance, which means you can easily deploy it without incurring additional server or database licensing costs. Bringing different OpenText ZENworks products 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. When you combine this integrated platform with OpenText ZENworks' unique policy- and identity-based approach to device management, you get an even more automated and comprehensive solution.

All OpenText ZENworks products—including OpenText ZENworks Configuration Management, OpenText ZENworks Patch Management, OpenText ZENworks Asset Management, OpenText ZENworks Endpoint Security Management, and OpenText ZENworks Full Disk Encryption—are part of the OpenText ZENworks management console. Each of these products adds important capabilities to the overall solution.

## Improved lifecycle management status

OpenText ZENworks makes it easier than ever to determine how your application deployments are performing with:

- Version specific tracking.
- Status reconciliation for re-imaged devices to improve accuracy.
- New status information, such as how long a bundle takes to install and what parent bundle launched it.
- A fresh new dashboard view that makes it easy to understand the current deployment status of a bundle.

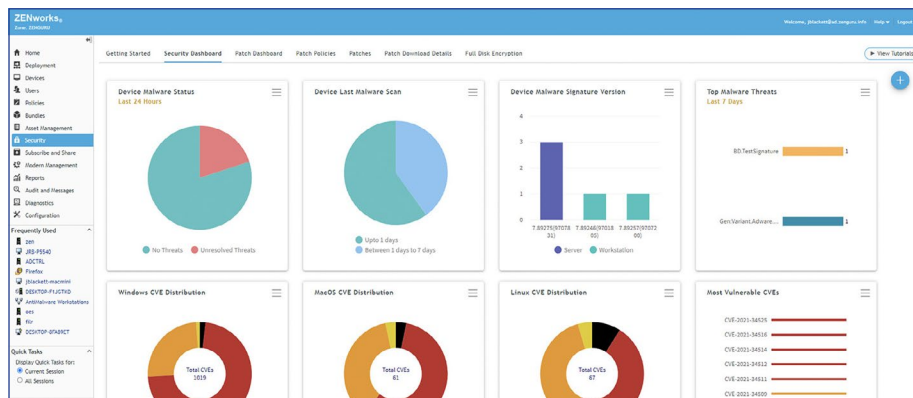


Figure 1. The OpenText ZENworks management console integrates configuration, software asset, patch, and endpoint security management into a single, integrated console that includes powerful dashboarding capabilities.

## OpenText ZENworks Configuration Management

The OpenText ZENworks family starts with OpenText ZENworks Configuration Management, an improved and enhanced version of the popular and proven unified endpoint management solution. The latest version of OpenText 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, OpenText 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—so long as your security policy permits it.

### Core capabilities

OpenText ZENworks Configuration Management includes these core capabilities, which help you reduce cost of ownership while delivering a high-quality end user experience to your endpoint estate.

- **Flexible deployment of Windows 10.** OpenText ZENworks provides support for Windows 10 Autopilot, making it easy to enroll agentless devices and provision policies and applications. Where the native capabilities may not be enough, OpenText ZENworks offers native support for either high-performance Linux or WinPE-based image deployment of Windows 10 or deployment using the Microsoft Deployment Toolkit (MDT). With the ability to customize MDT deployments at execution time you can take the intelligence of OpenText ZENworks and inject it into your MDT deployment. OpenText ZENworks also integrates with the ENGL Imaging Toolkit to further simplify the deployment and upgrade of Windows 10 in your PC estate. These options mean that you can use OpenText ZENworks to deploy Windows 10 in the most efficient manner possible, given your skillset and existing investments.

## Track, manage, and remediate

OpenText ZENworks 2020 makes it easy to see and address CVEs that impact your environment through:

- Integration with the National Vulnerabilities Database to ensure OpenText ZENworks knows about the latest CVEs.
- Actionable dashlets that make it easy to identify and track the devices that are vulnerable in your system.
- Remediation of CVEs through OpenText ZENworks Patch Management.

- **Superior application lifecycle management** means you can control every aspect of application deployment to your Windows, macOS, and Linux devices. OpenText ZENworks Configuration Management includes a standard edition version of both Flexera AdminStudio and Setup Commander, which you can use to simplify the packaging of Windows applications. You can then use OpenText ZENworks to distribute all your Windows, Linux, Mac, iOS, and Android applications and their configuration 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 permitted users publish them.
- **Improved application lifecycle management tracking.** OpenText ZENworks provides advanced status information related to application lifecycle management ensuring it is accurate, timely, and easy to consume. With actionable dashboards to monitor the deployment of your applications, you'll be able to quickly and easily see how your deployments are going and act if there's a problem.

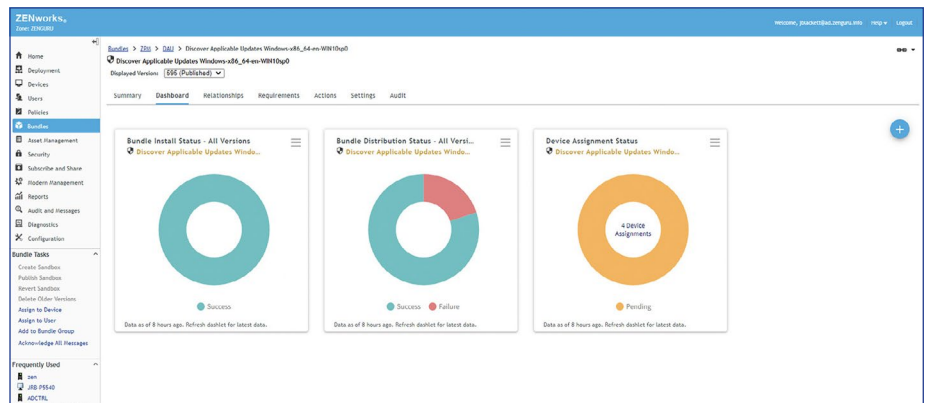


Figure 2. The bundle status dashboard that makes it easy to see how your deployments are doing

- **Know what's vulnerable.** After you've deployed Windows and distributed applications, you're probably going to need to know what patches are missing and what vulnerabilities that introduces. OpenText ZENworks Configuration Management includes everything you need to identify and track Windows OS vulnerabilities that impact your organization. OpenText ZENworks helps you identify the common vulnerabilities and exposures (CVEs) that are released, determine which ones impact your endpoint devices, and monitor the patching of these exposures over time.
- **Integrated mobile management for iOS, Android, and ActiveSync devices.** With the powerful mobile device management capabilities in OpenText ZENworks, you can manage your mobile devices in much the same way you do any other device in OpenText ZENworks. Use bundles to quickly deploy and customize software to your iOS and Android devices. Use native VPP and Android Enterprise integration to provision the licenses for these applications. Apply core security policies to your devices, locate, and wipe lost devices and more.

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## Integrated malware and virus protection

OpenText ZENworks Endpoint Security Antimalware protects Windows desktops, servers, and mobile PCs against known and unknown (zero-day) malware threats with:

- Antimalware engine technologies that provide multi-layer security through a variety of detection methods.
  - Real-time malware detection as files are copied, moved, opened, or executed.
  - Scanning of removable drives on insert.
  - Monitoring of device malware status and detected threats via dashboards in the centralized management console.
  - Configuration of all endpoint malware protection behavior through the centralized management console.
- **Enhanced application self-service** makes it easier for users to help themselves. OpenText ZENworks Configuration Management includes a two-technician license for OpenText Service Desk Standard Edition. This solution includes everything you need to build an enterprise application and service store that is tightly integrated with your OpenText ZENworks environment. You can create workflows that mirror your business processes in order to drive the resources made available to your users via the service desk store. OpenText ZENworks Configuration Management also includes a modern, user-friendly application launcher that makes it a snap for users to access the applications that have been assigned to them or the device they are using.
  - **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 all OpenText ZENworks products
  - **Remote management** allows you to help support your users. Capabilities including remote control, remote view, file transfer, and chat allow you to help your end users as they have issues. The ability to record remote control sessions mean you can keep a history of what happened during a specific session and even upload these to the OpenText ZENworks Service Desk ticket.
  - **Customer driven innovation.** Customer Ideas, submitted and voted on by thousands of customers, have been implemented across the product line. The Ideas portal provides an easy way for OpenText ZENworks administrators to tell OpenText™ what we can do better. With OpenText ZENworks 2020, we have added many customer-requested enhancements that should make managing your system even easier.

## OpenText ZENworks Patch Management

OpenText ZENworks Patch Management provides both operational and security-focused endpoint software patching for all your devices. Building on the new identify and track CVE capabilities for Windows found in OpenText ZENworks Configuration Management, OpenText ZENworks Patch Management makes it easy to remediate the identified CVEs by distributing the patches that address them. This means that fixing a vulnerability is as easy as picking the vulnerability and saying remediate. Behind the scenes OpenText ZENworks finds the current patch that fixes the problem and deploys it.

OpenText ZENworks Patch Management also includes a library of patches that goes beyond the Windows OS patches, including common Windows applications from many vendors. MacOS, RedHat Linux, and SUSE Linux are also a part of the Patch Management subscription and just like Windows, OpenText ZENworks Patch Management extends CVE tracking to these other platforms and applications and then allows you to quickly remediate them. OpenText ZENworks also provides 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. This provides a method where you setup policies and then just use the tracking capabilities to monitor their effect, rather than having to be constantly watching for new patches.

- **The ability to apply your patch policies on device shutdown** to prevent unwanted impact on end-users.
- Automated email notifications that inform you when new patches are available or deployed.
- **An in-console dashboard** for a quick look at the patch state of your environment and track deployments of specific patches.
- **Integrated reporting** via OpenText ZENworks Reporting that enables you to create custom reports or run canned reports about your patch management environment.

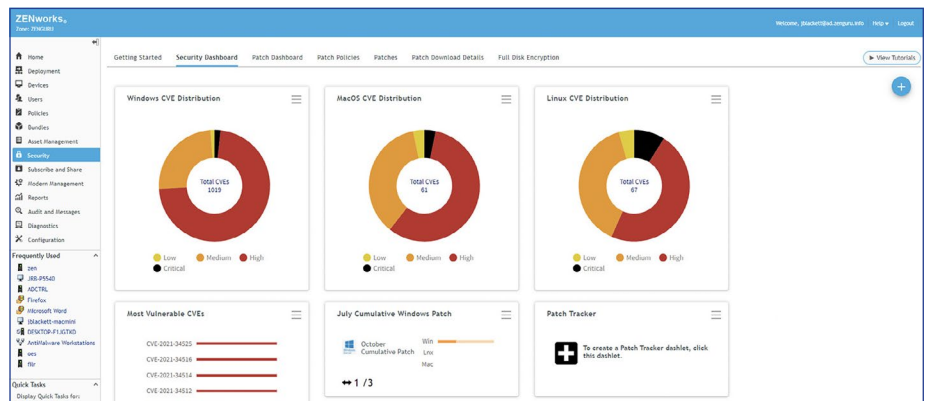


Figure 3. Easy-to-understand CVE dashboards that make it easy to identify, track, and remediate software vulnerabilities

## OpenText ZENworks Endpoint Security Management

Like OpenText ZENworks Patch Management, OpenText ZENworks Endpoint Security Management is a fully integrated part of the OpenText ZENworks console and architecture. This means that both the endpoint configuration and security management use the Adaptive Agent. It also means you use a single unified console to manage all your endpoint configuration and security policies and capabilities. This integration also means OpenText ZENworks Endpoint Security Management can take advantage of the OpenText ZENworks platform's location awareness capabilities to help enforce endpoint security policies. Finally, OpenText ZENworks Endpoint Security Management supports more devices, policy types, security controls, and reporting functions than ever before. This includes:

- **Integrated malware and virus protection.** OpenText ZENworks Endpoint Security Antimalware protects Windows desktops, servers, and mobile PCs against known and unknown (zero-day) malware threats and provides consolidated reporting and dashboarding.
- **Device security from more than 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.



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- **Endpoint data protection.** OpenText ZENworks Endpoint Security allows you to implement data encryption policies that secure specific folders on the machine and USB devices. With centralized key management you can be sure that even if the user leaves you can access your data, while hackers cannot.
  - **Lockdown driver-level enforcement** of your endpoint security policies, including the ability to define granular, feature-specific security settings for each device or use.
  - **Expanded reporting capabilities** that leverage OpenText ZENworks Reporting to deliver robust, canned reports and that provide the ability to quickly build custom reports involving any endpoint management security policy
  - **Support for Windows Portable Device** controls allows you to let users charge their device, without opening any data to those devices.

## OpenText ZENworks Full Disk Encryption

OpenText ZENworks Full Disk Encryption enables you to encrypt fixed drives in any Windows device. This is especially important for users who 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 OpenText ZENworks family, OpenText ZENworks Full Disk Encryption is fully integrated into the unified management console. OpenText ZENworks Full Disk Encryption 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 behind the scenes.
- **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.

## OpenText ZENworks Asset Management

The latest release of OpenText ZENworks Asset Management, integrated with the OpenText ZENworks console, provides integrated software asset management capabilities for Windows, macOS, and Linux. This integration enables you to inventory your devices through the same unified console. OpenText ZENworks Asset Management 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 OpenText™ GroupWise, OpenText ZENworks, and OpenText™ Open Enterprise Server**, using 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.
- **Ability to import network devices** into the asset management system.
- **Ability to monitor contracts** and be notified of upcoming renewals or expirations.

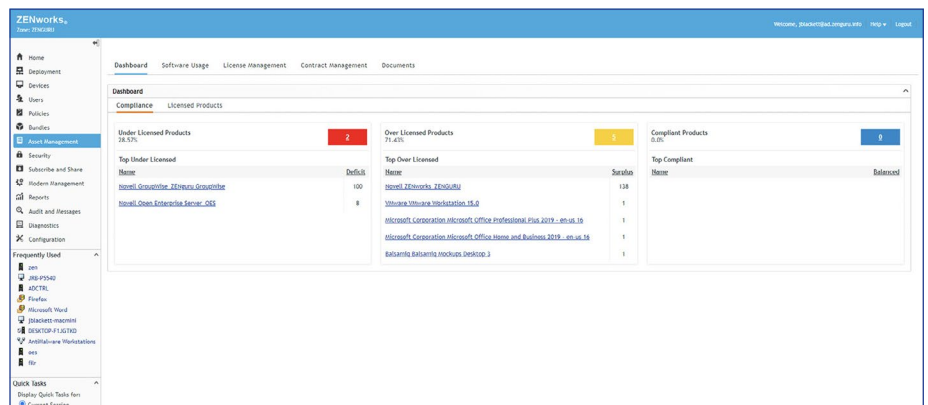


Figure 4. The OpenText ZENworks Asset Management dashboard provides information at a glance

## OpenText ZENworks Service Desk, Standard Edition

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

- **Create your own workflow-enabled store.** With the service desk store capabilities in OpenText ZENworks Service Desk, you can build your own enterprise store that can contain any of the software bundles you create in OpenText ZENworks Configuration Management, OS deployments, and any other resources where access can be granted via LDAP group membership.
- **Customizable asset management.** You can also use these licenses to implement basic hardware asset management, allowing you to keep track of devices and even whiteboards, chairs, and other non-IT resources. When integrated with OpenText ZENworks, you can keep track of devices that are still on the shelves and then automatically update the system when those devices get deployed.
- **Incident and service management.** OpenText ZENworks Service Desk also provides full incident management support that can grow with your company. OpenText ZENworks Service Desk Standard Edition is an incident and service management solution that is integrated with the OpenText ZENworks product line.

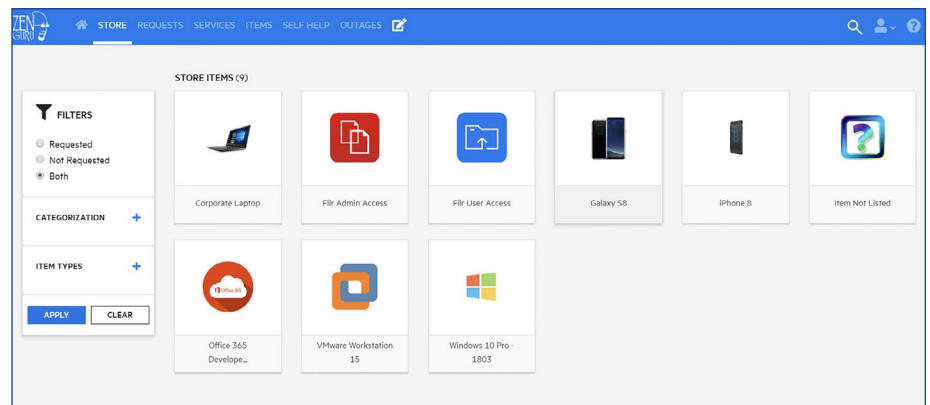


Figure 5. A brandable enterprise store that makes it easy for your end users to request what they need and for your IT staff to fulfill requests

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## OpenText ZENworks Reporting

OpenText ZENworks builds on the reporting capabilities of previous versions with an enhanced reporting service built on the industry-leading JasperSoft Server Professional platform. Delivered as a virtual appliance, you can now quickly deploy OpenText 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. OpenText ZENworks Reporting includes:

- **A rich set of canned reports** that enable you to report across all aspects of the OpenText ZENworks 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 OpenText ZENworks product family.
- **A robust report designer for customers that require pixel-perfect reports, advanced report design.** With the JasperStudio tool, you can create even the most complex reports.
- **The ability to embed reports, dashlets, and dashboards** into your business applications that need information about OpenText ZENworks or surface data via REST APIs from the report data.
- **Community-developed domains** for Service Desk and Desktop Containers, which means you can extend the reach of OpenText ZENworks Reporting to include all products in the OpenText ZENworks Endpoint Management portfolio.

## OpenText ZENworks Suite

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

It is important to note that the OpenText ZENworks Patch Management subscription, which feeds the fingerprints and patches to the system, allowing you to quickly remediate vulnerabilities, is available as a separate add-on subscription for the OpenText ZENworks Suite. You can also add the Service Desk ITIL Edition if you need additional processes such as OpenText™ Release Management, OpenText™ Request Management, or OpenText™ Change Management. The Application Streaming add-on for Desktop Containers also extends your ability to deliver applications and data to users on any device at any location.

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## Resource

Learn more at [opentext.com](https://opentext.com) ›

## Make the move to the latest version of OpenText ZENworks today

When you put all these new features and capabilities together—and place them in the context of the integrated and unified OpenText ZENworks console—it quickly becomes obvious that the latest family of OpenText ZENworks products can make a major, positive impact on your IT environment. Find out how the latest version of OpenText ZENworks can help your organization control costs, boost productivity, increase the value of your IT assets, secure your endpoints, and protect the data on them.