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CHAPTER 1: GETTING STARTED WITH NOVELL® ZENWORKS®

Novell ZENworks is a software application that provides the following benefits:

- Easy access to licensed software applications and updates to those applications
- Allows technicians to access your device from a remote location to troubleshoot and fix problems with hardware and software
- Maintains compliance with the University of Southern California security and network infrastructure policies

To learn more about viewing and downloading the software available through ZENworks, view the [Downloading and Accessing Software Through ZENworks](#) topic.
CHAPTER 2: DOWNLOADING AND ACCESSING SOFTWARE THROUGH ZENWORKS

ZENworks provides the ability for you to download licensed software at no additional charge. There are many software applications available to be downloaded and used. You can access the available programs through the ZENworks Application Window. The ZENworks Window is also the location from which you should launch your installed applications. By using the ZENworks Window to launch your applications, you are consistently using the most up-to-date version of the application. New versions and patches are sent directly to your computer and will install the next time you access your software application from the ZENworks Window.

To access the ZENworks Application Window, navigate to Start > All Programs > Novell ZENworks > ZENworks Application Window.
Select the **ZENworks Application Window** option. The **ZENworks Window** displays.

If it is not already selected, select the **Applications** option located on the left-side of the window. The right-side of the window displays the software applications available for download and installation.
CHAPTER 2: DOWNLOADING & ACCESSING

Downloading Software through ZENworks

1. Double-click the icon for the software application you want to download and install. The software downloads and installs onto your computer. An example of the installation progress screen is displayed below.

   ![Installation Progress Screen](image1)

2. After the application is downloaded, ZENworks automatically installs the software onto your system.

   ![Installation Progress Screen](image2)

3. When the installation is complete, the software application will automatically open. You can now begin using the software.

   ![Installation Progress Screen](image3)

Repeat these steps to download and install additional software applications to your computer.
1. There are 3 types of icons available in the ZENworks Window. The different icon types indicate the application status.

   **Regular Icon:** A regular icon appears similar to the icons you find on your desktop. A regular icon indicates that the application is installed and functioning correctly.  
   **X Icon:** An icon with an X appearing on the upper left side indicates that program is not installed on your system.  
   **Grey Icon:** A grey icon indicates that your computer system does not meet the minimum requirements to install and run the application.

2. Double-click the icon of the application you want to launch. The application displays.  

   Repeat this process to launch additional applications.
CHAPTER 3: VERIFYING OR UN-INSTALLING AN APPLICATION IN ZENWORKS

ZENworks provides the ability to verify or un-install an application through the ZENworks Application Window. Verifying an application re-installs that application on your computer system. You may want to re-install an application if that application is not functioning properly.

Un-installing an application removes that application and the associated icons from your computer system. You may want to remove an application from your computer system if you no longer utilize the program or you need to free up space on your hard drive. Complete the steps below to verify or un-install an application through ZENworks.

To access the ZENworks Application Window, navigate to Start > All Programs > Novell ZENworks > ZENworks Application Window.
Select the **ZENworks Application Window** option. The **ZENworks Window** displays.

If it is not already selected, select the **Applications** option located on the left-side of the window. The right-side of the window displays the software applications available for download and installation.
Verifying an Application

1. Select the icon of the application you want to verify/re-install. Right-click to display a pop-up menu.

   ![Verify Pop-up Menu](image1)

2. Select the **Verify** option from the pop-up menu.

3. Any updates for the application you selected will be downloaded and the application will be re-installed.

   ![Installing Adobe Dreamweaver CS6](image2)

4. When the verification/re-installation process is complete, the application will launch.

   ![Completed Installation](image3)

Repeat these steps to verify/re-install any additional applications.
Un-installing an Application

1. Select the icon of the application you want to un-install. Right-click to display a pop-up menu.

2. Select Uninstall from the pop-up menu. The Uninstalling... screen displays.

3. The Uninstalling... screen displays while the application is un-installing. When the process completes, the Uninstalling... screen automatically closes.

The un-install process is complete. Repeat this process to un-install additional applications.
What is ZENworks?

Novell® ZENworks® is a software application that provides your network administrator(s) with the ability to maintain computers on the network. Specifically, ZENworks allows network administrators to:

- Deliver software, patches, and other files to your device
- Take inventory of your device’s hardware and software
- Access your device from a remote location to troubleshoot and fix problems with hardware and software
- Enforce University of Southern California security and network infrastructure policies

ZENworks provides the ability for you to download licensed software. To learn more about viewing and downloading the software available through ZENworks, view the Downloading Software Through ZENworks topic.

Am I required to use ZENworks?

The University of Southern California's Network Infrastructure and Information Security policies require the use of an asset management application. Therefore, ZENworks is required to be installed and running on your computer system.

Will ZENworks negatively impact my computer's performance?

Your computer's performance will not be affected by having ZENworks installed.

Does ZENworks function with Windows®, Mac®, and Linux® operating systems?

Yes, ZENworks is compatible with those operating systems.

Does ZENworks change any of my computer's settings?

In order to maintain compliance with the University of Southern California's Network Infrastructure and Information Security policies, some settings on your computer may be changed.
CONTACT DORNSIFE TECHNOLOGY SERVICES

Campus Office:
825 Bloom Walk, ACB 530
Los Angeles, CA 90089-1486

Technical Support: 213-740-2775
E-mail: clhd@usc.edu