Novell® ZENworks®
Configuration Management

Complete Systems Management to Lower Your Total Cost of Ownership
Novell ZENworks Configuration Management

Table of Contents:

2 . . . . Lower System Management Costs with Policy-Driven Automation
2 . . . . Accelerate Time-to-Value
2 . . . . Retain Freedom of Choice
3 . . . . Work Smarter with Policy-Driven Automation
4 . . . . Speed Application Deployment and Updates
4 . . . . Quickly Assess and Remediate Unpatched Systems
5 . . . . Streamline Administration through Seamless Integration
5 . . . . Centralize Management of Your Remote Desktops
6 . . . . Get More from Your IT Assets
7 . . . . Gain Advanced Reporting with BusinessObjects
7 . . . . Secure Your Endpoint Devices
7 . . . . Choose the Capabilities You Need
8 . . . . Upgrade with Confidence
8 . . . . Automate Systems Management from the Desktop to the Data Center
Lower System Management Costs with Policy-Driven Automation

Today’s IT environments are complex—with virtually endless combinations of platforms, directories, systems, applications and patches. Add in the threats posed by viruses and the complications involved with supporting mobile users, and the need to manage these environments is obvious. What’s historically been a bit more unclear, however, is exactly how to go about managing them in a way that doesn’t overwhelm IT staff or increase costs to unsustainable levels.

Novell offers a solution that lowers your cost of ownership through a unique policy-based approach to automating the complete management of IT systems. Novell® ZENworks® Configuration Management provides a complete range of advanced systems management capabilities that previously required you to purchase, install, learn and maintain a multitude of point products. This policy-based solution is available in three editions—Standard, Advanced and Enterprise—allowing you to choose the capabilities that best match your system management needs.

Now a single, integrated solution offers advanced capabilities that span change and configuration management, application delivery, patch management, vulnerability assessment and remediation, remote management, personality migration, standard operating environment (SOE) deployment and maintenance, asset and license management, endpoint security management and more. Plus, this extensible solution lets you add functionality as you move forward for highly automated management from the desktop to the data center.

ZENworks Configuration Management runs on your existing server platforms, including Windows®, Linux® and Novell Open Enterprise Server for Linux. It manages various Windows operating systems and versions, including Windows Vista®, popular Linux distributions and handheld devices.

Accelerate Time-to-Value

We know you have more important things to do other than installing and configuring software. One of the main goals in developing ZENworks Configuration Management was to speed time-to-value for IT staff.

- **Simple installation.** Get up and running in less than 30 minutes thanks to simple installation and default configuration settings. ZENworks even offers support for scripted installations.
- **Prerequisite checking.** Ensure a successful rollout by making sure you have all the necessary hardware and software in place on the server before installation.
- **Automated device discovery.** Quickly and easily locate devices on the network, and simplify remote deployment of agents through automated device discovery.
- **Non-intrusive deployment.** Don’t worry about having to reconfigure your IT infrastructure or punch holes in your firewall. ZENworks Configuration Management doesn’t require either. It’s designed to let you start small and grow with your organization. While ZENworks Configuration Management includes an embedded database, the solution also supports Microsoft SQL Server® for larger deployments.

Retain Freedom of Choice

ZENworks Configuration Management gives you the freedom to run the solution on your platform of choice and manage a variety of operating systems. It’s available in Standard,
Advanced and Enterprise editions, allowing you to choose the best solution for your system management needs.

- **Complete system management.** ZENworks Configuration Management streamlines and automates the configuration and management of all your Windows, Linux and handheld operating systems and versions.
- **Native Active Directory® and Novell eDirectory™ integration.** ZENworks Configuration Management is the first management solution to natively support both Active Directory and Novell eDirectory. It even supports multi-directory environments. ZENworks draws on the identity information from these directories, leveraging existing policies and groups to enable policy- and role-based management—without modifying either directory structure. No user account replication or synchronization is required.
- **Manages Microsoft Windows Vista.** Use the solution’s imaging and personality migration features to facilitate Vista migrations, while preserving personal desktop and application settings. This last step can greatly simplify restoring personal environments and minimize business disruptions during upgrades. You can also manage Vista using a policy-driven approach to deliver applications, remote control and more.
- **Platform independence.** ZENworks Configuration Management is ideal for diverse multi-platform environments since it runs on your choice of server platforms, including Windows, Linux and Novell Open Enterprise Server for Linux.
- **Award-winning Linux management**. Enterprise customers will appreciate the award-winning Novell capabilities for deploying, managing and maintaining Linux resources on SUSE® Linux Enterprise Desktop, SUSE Linux Enterprise Server, Novell Open Enterprise Server and Red Hat® Enterprise Linux.

**Work Smarter with Policy-Driven Automation**

Corporate IT departments are constantly being asked to do more with less. ZENworks Configuration Management features a unique policy-based approach to automate software setup, updates, endpoint security, healing and system migration. Through Policy-Driven Automation of IT processes, you are able to reduce IT efforts, relax IT skill requirements and optimize the value of your IT assets to control costs.

- **Policy-Driven Automation.** Create custom policies from a centralized console to control desktop systems, servers and handhelds throughout their lifecycle, including device configuration, imaging, inventory, licensing, software maintenance and remote management. You can even specify interrelationships among managed resources.
- **User-based.** Present users with their customized work environments—wherever they go. ZENworks Configuration Management automatically delivers applications, content and other IT resources tailored to the personal needs of each user or group, based on their business role. As a result, users are not tethered to a specific system. They can access their work environments and applications from any device, wherever they are. After all, it’s about making users productive, not machines.

---

“*For a company our size, we had to automate desktop management—there was no way we could survive without it. We looked at several other desktop management products, but ZENworks came out on top. We constantly have new applications, and ZENworks makes it easy for us to deploy them in days, rather than weeks or months.*”

**John Jahne**

Vice President of Network Services
Webster Bank

---

ZENworks received the Best of Interop 2007 award in the Management, Network Software and Services category for its Linux management capabilities.

---

*1 Requires ZENworks Configuration Management Advanced or Enterprise version.*
Speed Application Deployment and Updates

ZENworks Configuration Management enables administrators to automate the distribution of applications, patches and operating system upgrades—ensuring devices are always up-to-date.

- **Improved targeting.** ZENworks Configuration Management includes predefined dynamic device groups that automatically include workstations or servers running the same operating system version. You can also create your own dynamic groups based on any inventory value. As new machines come on line, you’re assured that they automatically receive the necessary configurations and applications.

  Also, because ZENworks Configuration Management natively supports Active Directory and eDirectory users, you can create ZENworks user groups that include users from multiple directories, further simplifying the management of applications for those users. Assigning applications to users regardless of which domain they reside in can be accomplished with a single action.

- **Non-disruptive application deployment.** Keep administrative tasks transparent to end users. ZENworks Configuration Management supports bandwidth throttling, checkpoint restart, auto-verification, self-healing and other features designed to ensure the performance and integrity of applications. Since applications are cached locally on the workstation, applications are always available—even to mobile users.

- **Auto content replication and distribution points.** Place applications and content close to your end users. Location awareness for applications enables users to pull from the nearest sources, enhancing the performance and availability of application resources. You can auto-replicate applications on shared or dedicated resources throughout your environment. It can even be a high-performance desktop sitting in a branch office where no server happens to be available.

- **Blackout schedules.** Protect business-critical systems from being updated with new content at the wrong time—like financial systems at the end of the quarter.

- **System update.** Stay current on the latest version of ZENworks Configuration Management. Use this feature to update the ZENworks Configuration Management product itself from the Internet, bringing you the latest updates and fixes.

Quickly Assess and Remediate Unpatched Systems

Counter today’s increasing threats using ZENworks Configuration Management’s patch update service. This service receives daily patch updates and automatically discovers unpatched desktops, prompting you to remediate them. Try the service free for 60 days or purchase product maintenance or upgrade protection for continued service.

- **Policy-Driven Automation.** Employ automated policy-driven patch management based on groups, criticality, location, function and more. This highly automated approach to patching saves considerable administrative time, further reduces system vulnerability and proves invaluable during compliance audits.

- **Broad OS and application support.** Support all Windows operating systems and over 40 popular applications such as Adobe Acrobat®, Macromedia Flash®, Citrix ICA, Internet Explorer®, MS Messenger, SharePoint® and RealPlayer®.

- **Integrated architecture.** Eliminate redundant server, delivery, inventory and

An intuitive Web-based interface coupled with secure remote control and delegated administration features lets help desk staff quickly assist users.

"Except for the smallest of organizations and select areas of large organizations, organizations should swiftly move to automated patching methods. The movement toward automated patch methods will parallel organizational plans to centralize services and standardize desktop configurations."

Creating a Patch and Vulnerability Management Program
National Institute of Standards and Technology,
Special Publication 800-40
reporting functions—and redundant data stores—to streamline deployment, reduce infrastructure and maintenance costs, and significantly improve systems management efficiency.

- **Mandatory baseline.** Use this policy-driven feature to define policies that affect both existing devices and any new devices that join the group going forward.
- **Daily updates.** Automate delivery of daily patch updates, ensuring a rapid response to threats and vulnerabilities. Even on Patch Tuesday!

**Streamline Administration through Seamless Integration**

ZENworks Configuration Management uses a Web services architecture to provide seamless integration while maintaining the flexibility and extensibility demanded by today’s complex IT environments. With an all-new administrator interface, wizards and streamlined tasks, ZENworks Configuration Management promises to be the most powerful yet easiest-to-use version ever.

- **Integrated solution.** Whether deploying the latest applications, reporting software inventory or ensuring systems are current with the latest patches, you can manage all your desktop systems through a single integrated console, the ZENworks Control Center, built atop a scalable database that stores all device and policy settings.
- **Web services architecture.** Simplify administration while reducing infrastructure and training costs. Because ZENworks Configuration Management is built on HTTP and SOAP protocols and administered from a browser, the solution is easy to deploy and use—from anywhere. Plus, there are no Novell Client requirements—even for remote management functionality.
- **Modern interface.** Keep your important information close at hand. ZENworks Configuration Management provides simple and quick access to your desktop management tasks. Whether you are at your desk using the ZENworks Control Center or at the user’s workstation, you can gain immediate access to salient end-user device information.

**Centralize Management of Your Remote Desktops**

Centralized control is a prerequisite for administrative consistency and enterprise-wide availability. Using ZENworks Configuration Management, IT staff can configure, update and troubleshoot workstations from wherever they are—inside or outside the firewall—without having to visit each desktop.

- **Adaptive agent.** Significantly reduce the number of times you have to touch the desktop as you expand management capabilities or updates become available. Once you’ve installed the agent on each desktop, adding future functionality is simple. You can centrally manage those desktops and rollout new software to them without ever actually visiting the workstations.
- **Collaborative Remote Control.** Connect and control Windows workstations easily and securely. Multiple technicians can collaborate in a single remote control session to resolve end-user device problems. In those situations, the initiating technician can retain full control, share control or even delegate control to another administrator joining the session.
- **System status.** System dashboards and hot lists provide a rich Web-based view of errors and warnings—for a machine or an entire zone. You can even set up a watch list to monitor the desktops you most care

**ZENworks Configuration Management can help you:**

- Lower your total cost of managing desktops, servers and handheld systems
- Reduce administrator effort
- Maintain system updates and patches to ensure security and compliance
- Improve license compliance and usage
- Secure endpoint devices, ports and removable storage drives
- Maximize the value of all your IT assets

“ZENworks is an absolute lifesaver for our IT staff. We no longer have to visit individual workstations to fix software-related issues and can do everything from a central location. That is a huge advantage because some of our sites are 350 miles apart.”

Doug Youngberg
Senior Network Analyst
America First Credit Union

---

ZENworks is an absolute lifesaver for our IT staff. We no longer have to visit individual workstations to fix software-related issues and can do everything from a central location. That is a huge advantage because some of our sites are 350 miles apart.”

Doug Youngberg
Senior Network Analyst
America First Credit Union
Novell is a partner you can trust to help you automate your desktop PC management and lower costs. Now you can advance your enterprise IT management strategy—from the desktop to the data center.

- Remote diagnostics. This capability is similar to remote control but limits which diagnostic utilities a help desk person can access on a workstation. Because it is fully customizable, you can specify which tools you want to make available. For example, you can allow help desk personnel to make changes in a user’s Control Panel while perhaps limiting their access to a user’s registry, which typically requires a higher skill level.

- Enterprise-class inventory management. Use comprehensive hardware and software asset inventory features to quickly troubleshoot and audit systems across multiple operating systems and versions.

- Accurate software reporting. Learn about your system configurations as well as the software, versions and patches installed on each server or device with ultimate accuracy using patented Application Fingerprinting. ZENworks Configuration Management provides the most accurate inventory of the software and configuration of targeted desktops, including installed software, versions and installed patches.

- Comprehensive license tracking and management. Manage and track all license models and types, including complex license scenarios. Enhanced flexibility lets you upgrade and downgrade rights, manage perpetual and term licenses, and easily add and manage bulk license purchases to simplify corporate acquisitions or license compliance true-ups. Visibility into underutilized and unused entitlements and a manufacturer-based license summary enhances vendor software negotiation.

- License compliance. Software license data can come from an array of different sources, including software reseller reports, spreadsheets and enterprise resource planning (ERP) systems, with capabilities that automate license entry, normalization and software reconciliation.

- Change notification. Be informed when something changes in your PC environment. Know when a user’s machine is hit with a virus or spyware, so you can take quick remedial measures. Learn if a DVD burner goes missing, so the company can begin tracking it down immediately.

- Rich asset reports. Enforce standard configurations, prepare for upgrades, determine device locations and meet compliance reporting requirements. Out-of-the-box reports can be easily customized to view detailed asset information.

---

Get More from Your IT Assets

Gain greater visibility and central control of all your hardware and software assets. ZENworks Configuration Management offers sophisticated capabilities to simplify deployment, automate asset management and enable better software license decision-making.

- Enterprise-class inventory management. Use comprehensive hardware and software asset inventory features to quickly troubleshoot and audit systems across multiple operating systems and versions.

- Accurate software reporting. Learn about your system configurations as well as the software, versions and patches installed on each server or device with ultimate accuracy using patented Application Fingerprinting. ZENworks Configuration Management provides the most accurate inventory of the software and configuration of targeted desktops, including installed software, versions and installed patches.

- Comprehensive license tracking and management. Manage and track all license models and types, including complex license scenarios. Enhanced flexibility lets you upgrade and downgrade rights, manage perpetual and term licenses, and easily add and manage bulk license purchases to simplify corporate acquisitions or license compliance true-ups. Visibility into underutilized and unused entitlements and a manufacturer-based license summary enhances vendor software negotiation.

- License compliance. Software license data can come from an array of different sources, including software reseller reports, spreadsheets and enterprise resource planning (ERP) systems, with capabilities that automate license entry, normalization and software reconciliation.

- Change notification. Be informed when something changes in your PC environment. Know when a user’s machine is hit with a virus or spyware, so you can take quick remedial measures. Learn if a DVD burner goes missing, so the company can begin tracking it down immediately.

- Rich asset reports. Enforce standard configurations, prepare for upgrades, determine device locations and meet compliance reporting requirements. Out-of-the-box reports can be easily customized to view detailed asset information.

---

![Image](image.png)

**Figure 2.** See at a glance messages, events, hot list and watch list items—for a machine or an entire zone.
Gain Advanced Reporting with BusinessObjects

ZENworks Configuration Management features comprehensive enterprise reporting capabilities that help you create, manage and deliver reports to the right people over the Web—quickly and securely.

- **BusinessObjects** Enterprise XI Release 2. Turn your raw data into actionable information for better decision-making at all levels of the organization. ZENworks includes enterprise-class reporting powered by BusinessObjects Enterprise XI. You can easily publish Crystal Reports to the Web or convert them into popular electronic formats, such as PDF and Excel. In addition, you can import custom reports created with Crystal Reports into ZENworks Configuration Management to leverage existing reporting tools and expertise.

- **BusinessObjects Web Intelligence.** Take advantage of ad hoc reporting with graphical elements, report scheduling, report collaboration and notification, historical reporting and more. BusinessObjects Web Intelligence is the leading Web-based query and analysis tool. You learn information by asking iterative business questions of your company’s data.

Secure Your Endpoint Devices

Centrally manage the security of all wired and wireless endpoint devices while leaving users free to concentrate on their work.

- **Personal firewalls.** Protect systems against hackers, malware, protocol attacks and more using the world’s strongest firewall to secure all your endpoint communication ports and adapters.

- **Wireless security.** Centrally control where, when and how users can connect—limiting wireless connectivity to authorized access points, establishing a minimum level of encryption strength or even disabling Wi-Fi* completely. Automatically enforce VPN policies and detect rogue access points in and around the office.

- **USB security.** Secure thumb drives and other removable storage media that can seriously compromise data security, device integrity and corporate compliance. ZENworks provides customizable device security policies that are automatically distributed and continuously enforced without user intervention.

- **Data encryption.** Centrally create, distribute, enforce and audit encryption policies on all endpoints and removable storage devices by encrypting all files saved to, or copied to, a specific directory on the hard drive or removable storage devices. Share these files freely within an organization while blocking unauthorized access to these files. Share password-protected, encrypted files with people outside the organization through an available decryption utility. Easily update, backup and recover keys via policy without losing data through the Endpoint Security Management Console.

Choose the Capabilities You Need

Novell ZENworks Configuration Management is available in Standard, Advanced and Enterprise editions—allowing you to choose the capabilities that best match your system management needs. It's the most advanced, easiest to use and extensible management solution from Novell to date, allowing Web-based updates and easy integration of future capabilities. Upgrade options extend and protect your system management investment as your company grows or needs change. For a complete list of capabilities by edition, consult the features guide on page 9.

- **Standard Edition.** If you have a Windows-only desktop environment and don’t require integrated patch, asset or endpoint security management, ZENworks Configuration Management Standard Edition is an excellent way to lower your cost of ownership. Like all editions, it supports Windows Vista,
Novell is a partner you can trust to help you automate your desktop PC management and lower costs.

with features to simplify your migration to Vista when you’re ready.

**Advanced Edition.** The Advanced Edition extends the capabilities of the Standard Edition by offering more advanced endpoint security capabilities for USB and wireless security and integrated policy-based patch management services. If you are looking for an integrated Windows management and security solution, consider the Advanced Edition.

**Enterprise Edition.** The Enterprise Edition builds upon the capabilities of the previous two versions, adding Linux system management, advanced asset management and license tracking, handheld device management and sophisticated endpoint security management capabilities to provide today’s most comprehensive system management solution.

**Upgrade with Confidence**

Whether you’re upgrading from a previous version of ZENworks or another systems management product, ZENworks Configuration Management allows you to roll it out without impacting your existing system. As you introduce Windows Server 2003, Novell Open Enterprise Server 2 (Linux) or SUSE Linux Enterprise Server to your infrastructure, ZENworks continues to deliver configuration management from any of these systems.

**Coexistence.** Don’t worry about impacting your existing systems management products. ZENworks Configuration Management runs side by side with previous versions of ZENworks and third-party systems management offerings.

**Controlled migration.** Migrate at your own pace—as quickly or controlled as you deem necessary. Model and test your configurations until you are comfortable, then migrate applications and policies on your own schedule with full rollback capabilities. During migration, all your previous work is preserved—applications, policies, associations and more.

**Extensible architecture.** Easily add capabilities and future innovations to address changing business needs. Its modular, Web services architecture gives ZENworks Configuration Management unprecedented extensibility and scalability—while supporting easy integration for customers and partners.

**ITIL framework.** Because it’s built on the Novell Desktop-to-Data Center Management Blueprint for delivering Information Technology Infrastructure Library (ITIL®)-based services, ZENworks Configuration Management aligns with your strategic plans.

**Automate Systems Management from the Desktop to the Data Center**

The Novell ZENworks family of resource and systems management products is a comprehensive set of integrated tools that automate IT management and business processes across the lifecycle of desktops, laptops, mobile devices and servers. Novell ZENworks automatically enforces your business and IT policies to dynamically manage and maintain IT resources based on user and asset identities.

Only ZENworks uses Policy-Driven Automation to control IT costs by minimizing administrator effort, reducing IT skill requirements and optimizing the value of IT assets across diverse server and client platforms—all the while ensuring security and compliance. Discover how ZENworks transforms resource and service delivery to increase the efficiency, scalability and flexibility of IT staff and assets—from desktop to data center.


---

“**We installed ZENworks Configuration Management and were up and running in no time.** This elegant solution simplifies desktop management, delivering the functionality and control that meet our user’s needs and work habits, while reducing the overall effort and cost of managing our desktops.”

David Jones  
Head of Technology Services  
Virgin Radio
## ZENworks Configuration Management Feature Summary

<table>
<thead>
<tr>
<th>Feature View</th>
<th>Standard</th>
<th>Advanced</th>
<th>Enterprise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managed Systems:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows Vista</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Windows XP Professional</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Windows XP Tablet Edition</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Windows 2000 Professional</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Windows Server 2003</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Windows 2000 Server</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Macintosh OSX®</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Windows NT4®</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Windows 98®</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Windows 95®</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>NetWare® 6.5®</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Application management</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Application self-healing</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Remote control</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>IT asset discovery and classification</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>BusinessObjects reporting</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Integrated patch management³</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Removable media device control</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>USB port control</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>LAN, modem, Bluetooth®, infrared, Firewire® port control</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Serial and parallel port control</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Wi-Fi NIC control</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Manage authorized access point lists</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Data encryption</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Personal firewall</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Security alert monitoring</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Client self defense</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Authorized application control</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Application blocking</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Integrated asset management</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Reseller connectors for purchase record integration</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Software asset license tracking</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Software usage tracking</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Asset contract management</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Handheld device application management</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Handheld device security management</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Handheld device password sync with network security</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Handheld device remote control</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Linux systems management</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Linux device patching and remediation</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
<tr>
<td>Linux device remote management</td>
<td>▲</td>
<td></td>
<td>▲</td>
</tr>
</tbody>
</table>

---

2 Inventory only.
3 Product includes 60 days of patch updates. Requires continued upgrade protection or maintenance for continued service.
<table>
<thead>
<tr>
<th>Product View</th>
<th>Standard</th>
<th>Advanced</th>
<th>Enterprise</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZENworks Configuration Management</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>USB/Port &amp; Wireless Security Management</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>Patch Management Services¹</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>Asset Management Services</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>Endpoint Security Management</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>Handheld Management</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>Linux Management</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
</tbody>
</table>

¹Product includes 60 days of patch updates. Requires continued upgrade protection or maintenance for continued service.