opentext™

ZENworks Troubleshooting Bundle Deployment

This document provides troubleshooting guidelines for common problems related to deployment of bundles in a ZENworks system. If, after completing the troubleshooting steps, the problem is not resolved, please contact Technical Support for additional help.

A bundle is not displaying on a device

☐ If the bundle is displayed in the ZENworks Agent but not in the NAL window, verify that Debug logging is not enabled (ZENworks Agent > **Logging** > **Applied Log Level**).

Debug logging considerably increases the amount of time required to display bundles in the NAL window.

☐ If the bundle is user assigned, check the following:

- Is the user logged in to ZENworks on the device?
- Has the device been refreshed (ZENworks icon > **Refresh**) since the bundle assignment was made and the user logged in?
- Is user authentication configured correctly? For troubleshooting help, see ZENworks Troubleshooting Authentication.

☐ If the bundle is device assigned, check the following:

- Has the device been refreshed (ZENworks icon > **Refresh**) since the bundle assignment was made?

☐ Verify that the bundle is published:

1. In ZENworks Control Center, click **Bundles** to display the **Bundles** list.
2. Locate the bundle in the **Bundles** list:
3. If the **Version** column displays a version number (for example, 0), the bundle is published. If it displays **Sandbox**, the bundle is not published. Click the bundle to display its properties, then click the **Publish** button next to the **Displayed Version** field.

   NOTE: If the bundle is not showing up on a *test* device or for a *test* user, make sure that the Sandbox version is the active version. Only Sandbox bundles can be deployed to *test* devices and users.

☐ Verify that the bundle assignment is not blocked:

1. Open the properties for the device, user, group, or folder to which the bundle is assigned.

2. Click the **Relationships** tab.

3. In the **Assigned Bundles** list, makes sure the bundle's **Deployment Status** is not **Blocked**. If it is, select the check box in front of the bundle's name, then click **Unblock**.

❒ If the bundle assignment is through a device group or folder, check the following:

   ◆ Is the device is a member of the group or folder?

   ◆ If the bundle assignment is to a dynamic device group, has the group refreshed after the device was added to the group? To refresh a dynamic device group, select the check box in front of the group in the **Devices** list, then click **Action** > **Update Group Membership**.

❒ If the bundle assignment is through a user group or folder, make sure that the user is a member of the group or folder.

❒ Click the bundle to display its properties, then check the following:

   ◆ **Enabled:** Is the bundle enabled? Disabled bundles are not applied to devices. To check, click the **Summary** tab and verify that the **Enabled** setting is **Yes**.

   ◆ **Availability schedule:** Has an Availability schedule been set that restricts when the bundle is available. To check, click the **Relationships** tab, locate the device in the **Device Assignments** list or the user in the **User Assignments** list, then click the **Assignment Details** link to display the Availability schedule.

   ◆ **System requirements:** Have system requirements been defined that cause the bundle to not show up on the device. To check, click the **Requirements** tab and compare the defined system requirements against the device.

   ◆ **Run once:** Is the Run Once option enabled on the bundle. To check, click the **Actions** tab, click the **Launch** tab, then click **Options**.

❒ Ensure that DNS is working correctly by performing an nslookup (on the device) of the IP address or DNS name of the Primary or Satellite Server from which the device receives its bundle content. You can run `zac zc -l` on the device to see the IP addresses and DNS names of the content servers.

❒ On the device, run the `zac retr` command at a console prompt to reestablish trust between the device and the ZENworks servers.

A bundle is not installing or launching on a device

❒ If the installation or launch error states that the device can't download the bundle content because the ZENworks server is not available, the problem is the result of a content replication issue among the ZENworks servers.

❒ Has the bundle ever worked on the device? If yes, what changed? If you have Auditing enabled to track bundle modifications, click the bundle to display its properties, click the **Audit** tab, then see if any modifications have been made to the bundle recently.

❒ If the bundle runs a script or executable, can the script or executable run on the device independent of the bundle?

❒ Click the bundle to display its properties, then check the following:

   ◆ **Rights for bundle actions:** Click the **Actions** tab, then review the **Distribute**, **Install**, and **Launch** action sets. Does the device's user have the rights needed to perform the actions? If a Dynamic Administrator User is being used, are the appropriate credentials being used, especially to access any network files?

- **Requirements for bundle actions:** Do any of the **Distribute**, **Install**, and **Launch** actions have requirements that are not met by the device? To see an action's requirements, click the action to display the Edit Action dialog box, then click the **Requirements** tab.

- **Success return codes:** If the bundle uses an action such as **Launch Executable** or **Run Script**, does that action include the correct return codes for successful completion of the action? Scripts need to return a success code of 0. To see an action's return codes, click the action to display the Edit Action dialog box, then look on the **General** tab for the **Success Return Codes** field.

- **Continue on failure:** Is the **Continue on Failure** setting for each action correct? Click an action set tab (**Distribute**, **Install**, or **Launch**) to view this setting for each configured action.

- **Published or Sandbox:** If the bundle is published, is the device or user (if user assigned) not configured as a *test* device or user? If the bundle is sandbox, is the device or user configured as a *test* device or user?

- **Undefined system variables:** Does the bundle use any variables that are not defined in the bundle? Click the **Settings** tab > **System Variables**. The **Inherited Variables** and **System Variables** lists contain the only system variables that can be used to define information (paths, names, and so forth) in the bundle.

- **Bundle chaining:** Does the bundle have dependencies on other bundles that are causing the install or launch to fail? To check bundle dependencies, click the **Summary** tab. If the **Dependency Bundles** field shows a **Display Bundle Dependencies** link, the bundle has dependencies. See the Cool Solutions article, Getting Bundle Chaining to work the way it did in ZENworks 7, for help understanding how to correctly use bundle chaining.

☐ Launch the Windows Event Viewer and examine the ZENworks-related messages for any indication of why the bundle failed to install or launch.

Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see https://www.microfocus.com/en-us/legal.