The George Washington University

ZENworks Application Window (ZAW)
Overview

GW’s Division of Information Technology uses the Novell® ZENworks Application Window™ (ZAW) to ensure sustainability and supportability.

This tool will allow for the central distribution and management of software, providing quicker access to applications and faster resolution to issues. Using ZAW, individuals can view or install programs that have been distributed.

To install additional applications, launch the ZAW, and find your application. The ZAW can be launched from the Start menu.
To launch the ZAW from the Start Menu:

- In the lower left corner, click on the **Start Menu** icon, and select **All Programs**.

- Click on **Novell ZENworks** folder, and click on **ZENworks Application Window**.

**Result:** The ZENworks Application Window (ZAW) will be displayed.
Tips

The applications are organized into several categorized folders. If you cannot find a specific application, choose the [All] category to see all the applications. If the applications still does not appear:

- Press **F5** to refresh the ZEN Application window (ZAW)
  
  or

- In the lower right corner, click on **show hidden icons** symbol.
- Right click on the **ZENworks icon**.

Show Hidden Icons
In the submenu, click **Refresh**.

If the ZEN application window (ZAW) does not refresh, please call the Help Desk at 202-994-4948.

**Note**

If an application icon is grayed out, missing or you receive an error message, your computer may not meet the requirements OR the application may already be installed. For additional questions, please call the Help Desk for assistance at 202-994-4948.
The following table explains the different application bundle stages in the ZENworks Application Window (ZAW).

<table>
<thead>
<tr>
<th>App Status Description</th>
<th>App Status Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>App available, but not installed (grey “X” box)</td>
<td><img src="image1" alt="Microsoft Outlook 2010" /></td>
</tr>
<tr>
<td>App installing (green box with download symbol)</td>
<td><img src="image2" alt="Microsoft Silverlight" /></td>
</tr>
<tr>
<td>App successfully installed (green box with check mark, user settings are being applied)</td>
<td><img src="image3" alt="addLocalAccount" /></td>
</tr>
<tr>
<td>Installed App</td>
<td><img src="image4" alt="Cisco VPN Client 5.0.07" /></td>
</tr>
<tr>
<td>Computer doesn’t meet system requirements.</td>
<td><img src="image5" alt="SGE 5.5.08 x64" /></td>
</tr>
</tbody>
</table>