

DCU uses the Novell® **ZENworks Application Window™ (ZAW)** to ensure sustainability and supportability.

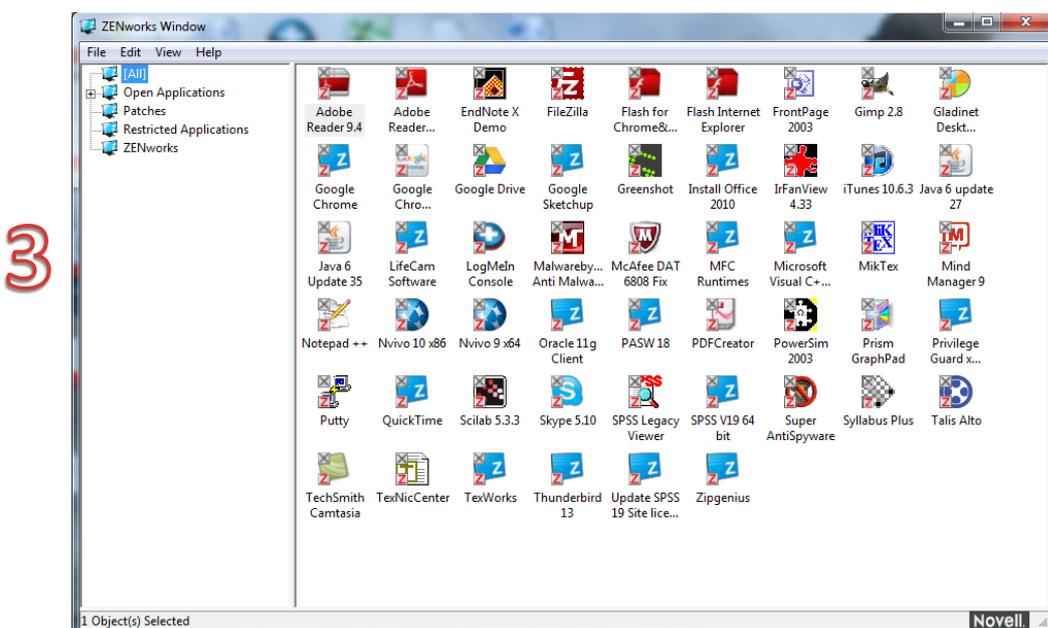
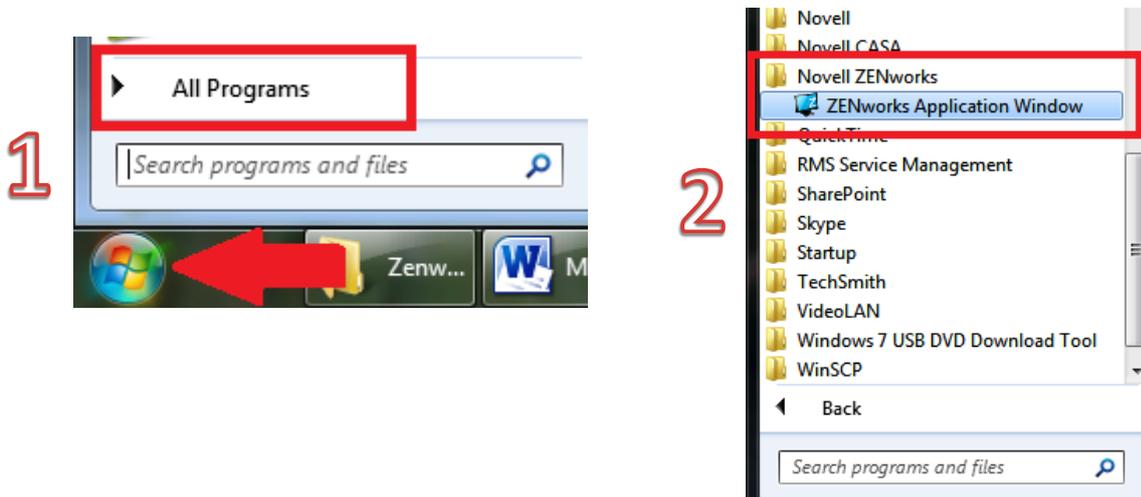


This tool will allow for the central distribution and management of software, providing quicker access to applications and faster resolution to issues. Using ZAW, individuals can view or install programs that have been distributed.

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:

1. In the lower left corner, click on the Start Menu icon, and select All Programs.
2. Click on the **Novell ZENworks folder**, and click on **ZENworks Application Window**.
3. The ZENworks Application Window (ZAW) will be displayed.



The folder view on the left of the ZAW contains a number of folders - applications will be available in Open Applications and Restricted Applications.

- Open applications are available to everyone (free software, site license software etc).
- Restricted Applications are applications that are licensed to a particular department or individual user, due to licensing restrictions (e.g. Adobe Acrobat Professional).

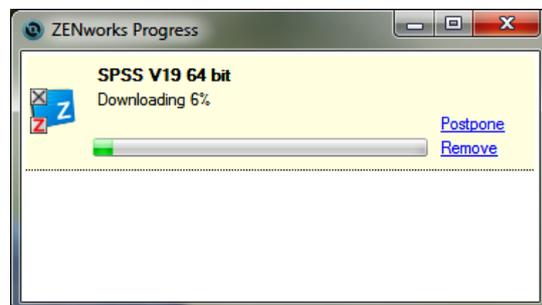
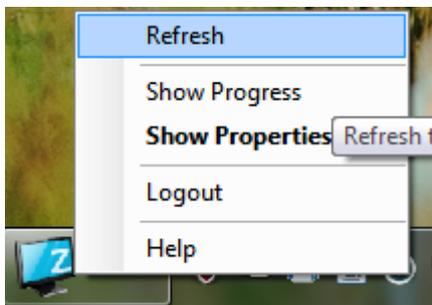
To install an application simply double click on the icon, and the install process will start.

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 and right click on the ZENworks icon



ZENworks Application Window (ZAW)

- At the top of submenu, click Refresh.
- To see the progress of the installation click on **Show Progress**

If an application you require is not listed, please contact ISS at <https://iss.servicedesk.dcu.ie>, so that we can either make an existing application package available to you, or create a new application package for you to install.

 Install Office 2010	 Super AntiSpyware	 VLC Player	 Update SPSS 19 Site lice...	 Install Office 2010
App available, but NOT installed (grey "x" box)	App installing (green box with download symbol)	App successfully installed (green box with check mark, user settings are being applied)	Installed App	Computer doesn't meet system requirements

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