

## 1 ZENworks Reporting

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### 1.1 Supported Platforms

The platforms that are supported in ZENworks Reporting 5 include the following:

- ♦ Operating System Support
  - ♦ Windows Server 2003 SP2 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2003 R2 SP2 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2008 SP2 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2008 R2 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2008 R2 SP1 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2012 Server Standard x86\_64 (Foundation, Essential, and Standard edition)
  - ♦ Windows Server 2012 Server R2 (Primary Server)
  - ♦ SUSE Linux Enterprise Server 10 (SLES 10) SP3/SP4 x86\_64 (Intel and AMD Opteron processors)
  - ♦ SLES 11 SP1/SP2/SP3 x86\_64 (Intel and AMD Opteron processors)
  - ♦ SLES 11 SP2 and SP3 for VMware X86\_64
  - ♦ Red Hat Enterprise Linux 5.8, 5.9, 6.3, and 6.4 x86\_64
  - ♦ Red Hat Enterprise Linux 6.0/6.1/6.2 x86\_64
- ♦ Browser Support
  - ♦ Firefox ESR version 10 and 17
  - ♦ Firefox version 20, 22, and 23
  - ♦ Internet Explorer versions 8, 9, and 10

## 1.2 Download Information

The following installation files are available for download on the ZENworks 11 SP3 website:

**ZENworks\_Reporting\_5.iso:** Download the ZENworks Reporting installer files from [Novell Web site \(http://download.novell.com\)](http://download.novell.com), and extract on your device where you want to install ZENworks Reporting.

**ZENworks\_Reporting\_5\_patch .zip:** You must apply the ZENworks Reporting patch after installing ZENworks Reporting. Download the `ZENworks_Reporting_5_patch.zip` file from [Novell Web site \(http://download.novell.com\)](http://download.novell.com) for ZENworks Reporting 5. This contains audit related fixes. For information on applying the patch, see the *ZENworks Reporting 5 Installation Guide*.

## 1.3 Installation Instructions

For information on installation, see the *ZENworks Reporting 5 Installation Guide*.

## 1.4 Additional Product Documentation

For all ZENworks 11 SP3 documentation, see *Novell ZENworks 11 SP3 documentation Web site* (<http://www.novell.com/documentation/zenworks113/>).

## 1.5 Supported Languages

The languages that are supported in ZENworks Reporting 5 include the following:

- ♦ For ZENworks Reporting Installer and ZENworks Reporting Configuration Tool
  - ♦ Chinese Simplified - zh\_CN
  - ♦ Chinese Traditional - zh\_TW
  - ♦ English - en
  - ♦ French - fr
  - ♦ German - de
  - ♦ Italian - it
  - ♦ Japanese - ja
  - ♦ Spanish - es
- ♦ ZENworks Reporting UI Console
  - ♦ Chinese Simplified - zh\_CN
  - ♦ Chinese Traditional - zh\_TW
  - ♦ English - en
  - ♦ French - fr
  - ♦ German - de
  - ♦ Italian - it
  - ♦ Japanese - ja
  - ♦ Romanian - ro
  - ♦ Spanish - es
- ♦ ZENworks Reporting Predefined reports
  - ♦ Chinese Simplified - zh\_CN

- ♦ Chinese Traditional - zh\_TW
- ♦ English - en
- ♦ French - fr
- ♦ German - de
- ♦ Italian - it
- ♦ Japanese - ja
- ♦ Spanish - es

## 1.6 Important information about replacing Logo

To replace the Novell logo, perform the following:

- 1 Launch *iReport Designer* and open the .jrxml file.
- 2 Click image (Novell logo) and go to properties.
- 3 In the image *Expression attribute*, change the path of the image, that needs to be replaced.
- 4 Replace the old .jrxml file with the modified .jrxml file.
- 5 Launch the report.

To replace the Novell logo automatically, perform the following:

- 1 Download the ZENworks\_Reporting\_change\_logo.zip file from [Novell Web site \(http://download.novell.com\)](http://download.novell.com).
- 2 Extract the ZENworks\_Reporting\_change\_logo.zip file on to ZENworks Reporting device.
- 3 Perform the following:
  - ♦ **For Windows:**
    1. Open a command prompt.
    2. Go to the path where you extracted the ZENworks\_Reporting\_change\_logo.
    3. Type change-logo.bat and press *Enter*.
    4. Specify the path of the new image.
  - ♦ **For Linux:**
    1. Open a Terminal.
    2. Specify the path where you downloaded the ZENworks\_Reporting\_change\_logo.
    3. Type `chmod -R 777 ZENworks_Reporting_change_logo`.
    4. Type `cd ZENworks_Reporting_change_logo`.
    5. Type `./change-logo.sh` and press *Enter*.
    6. Specify the path of the new image.

Logo is replaced only for ZENworks Predefined reports.

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**IMPORTANT:** If you are reconfiguring the datasource through ZENworks Reporting Configuration tool, then you must follow above steps to change the logo automatically.

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## 1.7 Known Issues

This section contains information about issues that might occur while you work with ZENworks Reporting 5:

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**NOTE:** In the ZENworks Reporting Solution, some strings are not localized.

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### **1.7.1 Unable to log in as an eDirectory user in ZENworks Reporting**

You cannot log in as an eDirectory user in ZENworks Reporting when eDirectory contains multiple user instances with the same user name.

Workaround: None

### **1.7.2 Missing languages in the ZENworks Reporting installation wizard**

In the ZENworks Reporting installation wizard, double byte languages that are supported by ZENworks Reporting are not displayed in the language drop-down list on single byte device or vice-versa.

Workaround: Execute the ZENworks Reporting application by using the `setup.sh -L <locale>` command. The `<locale>` is code for the language you want. (en\_US - English, fr-French, it-Italian, es-Spanish, de-German, ro-Romanian, ja-Japanese, zh\_TW-Chinese(Taiwan), and zh\_CN-Chinese (China)). For example, run the `setup.sh -L fr` to install in French.

### **1.7.3 An error message is displayed if you filter the Input Control with the All option**

In ZENworks Reporting, if you filter the Input Control, by using the *All* option, sometimes the following error message is displayed:

*An error has occurred. Please contact your system administrator. (6632).*

Also, a blank report is generated or an *Error filling report* message is displayed. This occurs due to the limit on the number of parameters supplied to the underlying database.

Workaround: Filter the Input Control, using the *None* option. The results are the same as those displayed when you select the *All* option.

#### 1.7.4 ZENworks Reporting administrator role is not mapped to the nested groups

In the ZENworks Reporting installer or the ZENworks Reporting Configuration Tool, if you navigate to the Configure User Source wizard and map the parent group with administrator rights, nested groups that are under the parent group will not be mapped with administrator rights.

For example, a Finance group has the sub-groups, `finance_account`, `finance_purchase`, `finance_administration` and a `finance_manager` user. If the Finance group is selected, only the `finance_manager` user will have the mapped rights. None of the sub-groups will have these rights. The rights will not flow to the nested groups.

If you want to specify rights to nested groups, you must map these groups (`finance_account`, `finance_purchase`, and `finance_administration`) separately.

Workaround: Map the sub-groups separately.

#### 1.7.5 Custom patches are not displayed correctly in the report

Custom patches created from a bundle in the ZPM folder do not display correctly in the report. The original patch bundle gets associated with the bundle instead of with the custom patch.

Workaround: None.

#### 1.7.6 Unable to create a custom measure object

While creating an Ad Hoc report, you will be unable to create a custom measure object by using a ZENworks Domain. ZENworks Reporting will not support custom measure on the measure objects for which aggregation function is Count or Distinct count.

Workaround: None.

#### 1.7.7 Incorrect Data Count is displayed

When you choose the *Details and Total Data* option, an incorrect data count is displayed.

Workaround: None.

#### 1.7.8 Unable to import resources

Unable to import resources in ZENworks Reporting, by using the *Import* option (*Manage > Server Settings > Import*).

Workaround: Use the CLI mode to import resources.

To import Schedule jobs, specify the following `--everything` in the import command:

- 1 Open a command prompt.
- 2 Go to the following path:
  - ♦ **For Windows:** `%ZRS_HOME%\js\buildomatic`
  - ♦ **For Linux:** `/opt/novell/zenworks-reporting/js/buildomatic`
- 3 Run the following `js-import --input-zip "path"` command.

Where "path" is the path of the exported zip file. You can use the following `js-import --input-zip "path" --update` command to update your repository.

### 1.7.9 Exported report loses the format

When you export any report in to DOCX or RTF formats, the report format is lost.

Workaround: Select other supported formats in ZENworks Reporting.

### 1.7.10 ZENworks Reporting installation fails

On a device if the Symantec Endpoint Protection installer is in progress and if you try to install ZENworks Reporting, it fails. ZENworks Reporting installer internally calls the VC++ library installer that causes the ZENworks Reporting installation failure.

Workaround: Do not install ZENworks Reporting on a device when Symantec Endpoint Protection installer is in progress.

### 1.7.11 Crosstab reports does not display more than 50 rows

When creating an Ad Hoc View as a Crosstab, the total number of rows are restricted to 50 (even though the report contains more than 50 rows). Even the measure objects added in this case do not add up to the aggregated total values displayed in the Ad Hoc View. However, when the report is exported to output format (MS Excel, PDF and so on), the correct values are displayed.

Workaround: Change the default configuration settings in the `applicationContext-adhoc.xml` file.

Perform the following steps to change the default settings:

- 1 Go to the following path:
  - ♦ **For Windows:** %ZRS\_HOME%\js\apache-tomcat\webapps\jasperserver-pro\WEB-INF\applicationContext-adhoc.xml
  - ♦ **For Linux:** /opt/novell/zenworks-reporting/js/apache-tomcat/webapps/jasperserver-pro/WEB-INF/applicationContext-adhoc.xml
- 2 Backup the `applicationContext-adhoc.xml` file.
- 3 Open the `applicationContext-adhoc.xml` file.
- 4 Search for `<property name="safeMemberCount" value="50"/>`
- 5 Change the `safeMemberCount` value.

It is recommended to retain the default settings of the `applicationContext-adhoc.xml` file.

### 1.7.12 Invalid Credentials Supplied error message is displayed

When you log in to ZENworks Reporting, an *Invalid Credentials Supplied* error message is displayed.

Workaround: If the problem persists even if after specifying valid credentials, check whether the LDAP server is down or not reachable.

### 1.7.13 Tree load error message is displayed

The *Tree load error* message is displayed, while using ZENworks Reporting.

Workaround: Delete all the browser cookies specific to the ZENworks Reporting server.

### 1.7.14 Some of the field data might not appear in the Crosstab report

When you create a Crosstab report by using ZENworks Audit Domain, some of the field data might not appear.

Workaround: None.

### **1.7.15 LDAP Organization Unit and User name with some Special characters are not accepted by the ZENworks Reporting Installer**

Active Directory allows to create Organization Unit and User name with some special characters. However, when the credentials are passed to the ZENworks Reporting installer (*Configure User Source Wizard*), it is prevented from proceeding further.

Workaround: If you are using these special characters \ ; = , + < > " then append with backslash "\". For example, specify `userfirstname,userlastname` as `userfirstname\,userlastname`.

### **1.7.16 ZENworks Reporting Web Interface does not login for a user with no password**

Some LDAP directories, such as NetIQ eDirectory, support creating a user without a password. However, logging in without a password is not supported in ZENworks Reporting.

Workaround: None.

### **1.7.17 ZENworks Reporting install does not create the default Topics folder**

After installing ZENworks Reporting, the *Topics* folder is not created under */Ad Hoc Components (View > Repository > Folders > Ad Hoc Components)* by default, which is mandatory to create a topic.

Workaround: Manually create the *Topics* folder under *View > Repository > Folders > Ad Hoc Components*.

### **1.7.18 Custom report may display incomplete data**

If you create a custom report, sometimes the report might not display complete data.

For example: If you create a report with bundle information, some bundles are not displayed in the report.

Workaround: Increase the *Ad Hoc Dataset Row Limit*.

To increase the Ad Hoc Dataset Row Limit:

- 1 Click *Manage > Server Settings > Ad Hoc Settings*.
- 2 Increase the *Ad Hoc Dataset Row Limit*, then click *Change*.

### **1.7.19 Crosstab report Totals of the measure fields with Distinct count does not match**

On a Crosstab report, the Totals of the measure fields with a Distinct count does not match the actual sum.

Workaround: To match the Totals, you can also use the *Count All* option. To enable *Count All*, right click the *Column Name* and *Change Summary Function to Count All*.

### **1.7.20 Error message appears while saving the Ad Hoc View, a report, or a Dashboard with special characters**

If you save the Ad Hoc View, a report, or a dashboard by using special characters, an error message appears.

Workaround: It is recommended to create the Ad Hoc Views, reports and Dashboards only by using alphanumerics, and '-' , '\_' in special characters.



### 1.7.21 Unable to reschedule the same report

If you run a schedule job initially on the server, any subsequent jobs created (output report that have same name), or rerun of the same job, then subsequent iteration of the same job throws the following error message: *JasperReports Server encountered an error while generating this report. Please contact your administrator.*

Workaround: In the *Scheduler* panel, under *Output*, select *Sequential File Names*, or *Overwrite Files*.

### 1.7.22 Using Prefilters in an Ad Hoc report sometimes displays an error

Sometimes while creating the Ad Hoc reports an error message appears as *The server has encountered an error.*

Workaround: When creating the Ad Hoc report, use *Filter* rather than *Prefilter*.

### 1.7.23 LDAP Groups with special characters do not appear in ZENworks Reporting if the CLI method is used

When installing ZENworks reporting using the CLI method, if LDAP Groups in the configured LDAP server contain these characters (; , ( ) and [ ] ) then the groups do not appear in the *Configure User Source* panel.

Workaround: The LDAP Groups which have that contain the characters indicated above can be configured as administrator groups by modifying the `%ZRS_HOME%\js\apache-tomcat\webapps\jasperserver-pro\WEB-INF\applicationContext-multiTenancy-security.xml` file.

Perform the following to configure the LDAP group as an administrator group:

- 1 Stop the server.
- 2 Backup the `applicationContext-multiTenancy-security.xml` file outside of ZENworks Reporting `%ZRS_HOME%`.
- 3 Open the file `%ZRS_HOME%\js\apache-tomcat\webapps\jasperserver-pro\WEB-INF\applicationContext-multiTenancy-security.xml`.
- 4 Go to the `<property name="rootOrganizationRolesMap"> <map>` node, then add an entry in the following format:

```
<entry>
<key>
<value> Name of the group which contains the listed special characters</value>
</key>
<value>ROLE_ADMINISTRATOR</value>
</entry>
```
- 5 Perform [Step 4](#) to add more groups.
- 6 Restart the server.

### 1.7.24 ZENworks Reporting Installer hangs if available space is low in the Windows drive

When you are installing ZENworks Reporting, if the space available on Windows drive is low, the installer hangs.

Workaround: When installing ZENworks Reporting on any other drive, ensure that at least 2 GB space is available in the Windows drive.

#### **1.7.25 Some reports might fail to generate due to a default limit**

When generating some of the Crosstab reports, a report might fail and display the following error: *Crosstab bucket/measure limit(100000) exceeded.*

Workaround: Add more filters to reduce the output data. By default, the limit set by ZENworks Reporting measure is 100000. For more information, see [“Increasing the 'crosstab.bucket.measure.limit' value makes the generated report export operation fail” on page 10.](#)

#### **1.7.26 Dashboard displays multiple reports with the same name**

Multiple reports with the same name might appear when creating a dashboard for ROLE\_ADMINISTRATOR.

Workaround: Choose any report and create a dashboard.

#### **1.7.27 Increasing the "crosstab.bucket.measure.limit" value makes the generated report export operation fail**

Increasing the default value of *crosstab.bucket.measure.limit* makes the generated report export (pdf, Excel and so on) operation fail.

Workaround: By default, the limit set by ZENworks Reporting measure is 100000. If the number of records exceeds the default limit, the report fails to generate. Increasing the default ZENworks Reporting measure limit might be able to generate the report. However, the export operation of the generated report might fail. Therefore, changing the default value is not recommended. Instead, increase the number of filters to reduce the output data.

#### **1.7.28 Some Ad Hoc View report create action keeps loading; the ZENworks Reporting create window does not time out**

Some Ad Hoc report create actions (such as adding a column, creating a filter, and so on) take a long time to complete or sometimes fail to complete the action. As a result, the specified operation does not time out.

Workaround: Refresh the browser.

#### **1.7.29 ZENworks Reporting Install fails in CLI mode**

If you are installing ZENworks Reporting, in SLES devices by using CLI mode, the ZENworks Reporting fails to install.

Workaround: Cleanup ZENworks Reporting, change the Loopback address to 127.0.0.1, then restart install. For cleanup information, see TID 7014143 in the [Novell Support Knowledgebase \(http://www.novell.com/support/kb/doc.php?id=7014143\)](http://www.novell.com/support/kb/doc.php?id=7014143).

#### **1.7.30 Error displayed while filtering on a Policy Name that Contains a Semicolon (;) Special Character**

If you are creating an Ad Hoc View by using a filter on a policy name that contains a semicolon (;) special character, then an error message might display.

Workaround: While creating a filter, do not create or use objects that have a semicolon (;).

### 1.7.31 Error displayed when logging in with eDirectory user

You cannot log in as an eDirectory user in ZENworks Reporting when eDirectory contains a group that has the same name as the eDirectory user.

Workaround: You must modify the `applicationContext-security.xml` as follows:

- 1 Go to the following path
  - ♦ **For Windows:** %ZRS\_HOME%\js\apache-tomcat\webapps\jasperserver-pro\WEB-INF
  - ♦ **For Linux:** /opt/novell/zenworks-reporting/js/apache-tomcat/webapps/jasperserver-pro/WEB-INF
- 2 Backup the `applicationContext-security.xml` file.
- 3 Open the `applicationContext-security.xml` file.
- 4 Search for `<value>(cn={0})</value>` and replace with `<value>(&amp; (objectClass=user) (cn={0})</value>`
- 5 Restart the ZENworks Reporting Services. For information about ZENworks Reporting Services, see the [ZENworks Reporting 5 Installation Guide](#).

### 1.7.32 Scheduling fails when one of the recipient does not exist

If you are scheduling a report and one of the recipient does not exist, then that schedule fails.

For example, if you are scheduling a report to `william@abc.com`, `chris@abc.com`, and `chris@abc.com` does not exist, then even the valid user does not receive an email.

Workaround: Specify valid recipient while scheduling a report.

### 1.7.33 Time Filters displays inconsistent results

If you are using Time filters other than “Any time” it displays inconsistent results.

Workaround: Ensure that you use only “Any time” filter.

### 1.7.34 An error occurs while performing the previous request, error message displays while creating a report

If your report exceeds 50,000 characters for such report *An error occurred while performing the previous request* error message is displayed.

Workaround: You must increase the default length of an SQL query in `security.properties` as follows:

- 1 Go to the following path
  - ♦ **For Windows:** %ZRS\_HOME%\js\apache-tomcat\webapps\jasperserver-pro\WEB-INF\classes\esapi
  - ♦ **For Linux:** /opt/novell/zenworks-reporting/js/apache-tomcat/webapps/jasperserver-pro/WEB-INF/classes/esapi
- 2 Backup the `security.properties` file.
- 3 Open the `security.properties` file.
- 4 Search for `sqlQueryExecutor=Alpha,ValidSQL,50000,true,SQL_Query_Executor_context` and replace with required value.
- 5 Restart the ZENworks Reporting Services. For information about ZENworks Reporting Services, see the [ZENworks Reporting 5 Installation Guide](#).

### 1.7.35 Audit Predefined Reports display an error message in the jasperserver.log file

If you run the Audit predefined reports, the report provides correct information but it displays the ERROR EasyXML,http-8443-6:318 - attribute showTableGrandTotalOnly of element unifiedState doesn't match any property in class com.jaspersoft.ji.adhoc.AdhocUnifiedState error message in the jasperserver.log file.

Workaround: Ignore the error message displayed in the jasperserver.log file. Since, it does not impact the functionality.

### 1.7.36 Unable to use more than one User Source

When installing ZENworks Reporting, you may not be able to use more than one User Source.

Workaround: To configure more than one User Source after ZENworks Reporting installation, see TID 7014511 in the [Novell Support Knowledgebase \(http://www.novell.com/support/kb/doc.php?id=7014511\)](http://www.novell.com/support/kb/doc.php?id=7014511).

### 1.7.37 ZENworks Reporting does not allow blank password for SMTP during Installation

When installing ZENworks Reporting the reporting server does not allow for a blank password under *Configure Outbound Email Server* wizard in the *Password* field.

Workaround: To enable blank password for SMTP settings, see TID 7014545 in the [Novell Support Knowledgebase \(https://www.novell.com/support/kb/doc.php?id=7014545\)](https://www.novell.com/support/kb/doc.php?id=7014545).

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