ZENworks Reporting Server Installation Guide

Novell®

ZENworks® 10 Asset Management SP2

10.2

August 17, 2009

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About This Guide

This *Reporting Server Installation Guide* includes information to help you successfully install Novell® ZENworks® 10 Asset Management SP2 ZENworks Reporting Server. The information in this guide is organized as follows:

- Chapter 1, "Minimum Requirements," on page 9
- Chapter 2, "Installing ZENworks Reporting Server," on page 11
- Chapter 3, "Uninstalling ZENworks Reporting Server," on page 19
- Appendix A, "Troubleshooting ZENworks Reporting Server Installation," on page 21

Audience

This guide is intended for ZENworks Reporting Server administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, or go to the Novell Documentation Feedback site (http://www.novell.com/documentation/feedback.html) and enter your comments there.

Additional Documentation

ZENworks Reporting Server is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the ZENworks 10 Asset Management documentation (http://www.novell.com/documentation/zam10/).

Documentation Conventions

In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux*, should use forward slashes as required by your software.

Minimum Requirements

1

The ZENworks® 10 Asset Management SP2 ZENworks Reporting Server installation installs ZENworks Reporting Server for custom ZENworks infrastructure reporting.

The following sections provide the minimum hardware and software requirements for ZENworks Reporting Server:

- Section 1.1, "ZENworks Reporting Server Requirements," on page 9
- Section 1.2, "Installation User Requirements," on page 9

1.1 ZENworks Reporting Server Requirements

The server where you install ZENworks Reporting Server software must meet the following minimum requirements:

- ZENworks 10 Asset Management SP2 must be installed before installing ZENworks Reporting Server.
- ZENworks Reporting Server can be installed on all the ZENworks 10 Asset Management SP2 Primary Server platforms except SLES 11. For more information, see the "Primary Server Requirements" in the *ZENworks 10 Asset Management Installation Guide*.
- Hardware Requirements:
  - RAM: 3 GB
  - Disk space: 5.6 GB
- The server must allow traffic on the following TCP ports:
  - Port 3306, which is used by the MySQL* database embedded in ZENworks Reporting Server
  - Port 6400, which is used by the Central Management Server in ZENworks Reporting Server.
  - Port 6410, which is used by the Server Intelligence Agent in ZENworks Reporting Server.
  - Port 6420, which is an Auditing port in ZENworks Reporting Server.

1.2 Installation User Requirements

The user running the installation program must have administrator privileges on the device. For example:

- **Windows:** Log in as a Windows* administrator.
- **Linux:** Log in as a non-`root` user, use the `sux` command to elevate your privileges to `root`, then run the installation program.

Installing ZENworks Reporting Server

<div style="text-align: right; font-size: 3em;">2</div>

Perform the tasks in the following sections to install ZENworks® 10 Asset Management SP2 ZENworks Reporting Server:

- Section 2.1, "Understanding What the ZENworks Installation Does," on page 11
- Section 2.2, "Preinstallation Tasks," on page 11
- Section 2.3, "Installing ZENworks Reporting Server," on page 14
- Section 2.4, "Working With a Firewall," on page 16

WARNING: If you are testing or reviewing the product, do not deploy ZENworks Reporting Server into a production environment.

2.1 Understanding What the ZENworks Installation Does

The ZENworks Reporting Server, which was previously a part of the ZENworks 10 Asset Management installation, is now installed from separate installation media. You cannot upgrade it from the earlier versions of ZENworks 10 Asset Management. You can install ZENworks Reporting Server in the languages supported by ZENworks 10 Asset Management. The installation time depends on the number of languages that you have selected.

You can install ZENworks Reporting Server by using any of the following installation methods:

- **Graphical User Interface:** A graphical user interface (GUI) installation program that works with both Windows and Linux servers is provided on the installation CD.
- **Command Line:** A command line installation is available only for Linux servers.
- **Silent Mode:** A silent mode installation does not require any user intervention. You must edit the silent mode configuration file and run the installer with a switch to launch the silent mode installation.

For more information on how to install ZENworks Reporting Server, see Section 2.3, "Installing ZENworks Reporting Server," on page 14.

2.2 Preinstallation Tasks

Perform the following applicable tasks, then continue with Section 2.3, "Installing ZENworks Reporting Server," on page 14:

- Section 2.2.1, "Verifying That the Minimum Requirements Have Been Met," on page 12
- Section 2.2.2, "Meeting the Hostname and Network Requirements in Linux," on page 12
- Section 2.2.3, "Creating an Installation DVD from the ISO Download," on page 12
- Section 2.2.4, "Installing and Configuring the Oracle Client," on page 13

2.2.1 Verifying That the Minimum Requirements Have Been Met

◆ Make sure that the device where you want to install the server software fulfills the necessary requirements. For more information, see Chapter 1, "Minimum Requirements," on page 9.

◆ Make sure that ports 6400, 3306, 6410, and 6420 are free. If these ports are busy, you are prompted to specify alternative ports on which to install ZENworks Reporting Server.

If the ports are blocked by a firewall, you must enable the firewall. For more information, see Section 2.4, "Working With a Firewall," on page 16.

◆ Make sure that the server is connected to the network.

◆ Make sure that the Novell ZENworks Server, the Novell ZENworks Loader, and the Novell ZENworks Database services are running.

IMPORTANT: If you want to install a new instance of ZENworks Reporting Server in the same Management Zone, be sure to archive the reports from your existing instance before beginning the new installation. This is because the existing instance of ZENworks Reporting Server ceases to work after the new installation is complete, and you will be unable to retrieve any reports. You can restore the archived reports to the new instance of ZENworks Reporting Server.

2.2.2 Meeting the Hostname and Network Requirements in Linux

Your Linux server must have a fixed hostname before you run the installation script. You must have `root` privileges to set or modify this information on your system. For more information, see the Linux system documentation.

2.2.3 Creating an Installation DVD from the ISO Download

If you obtained the ZENworks 10 Asset Management SP2 ZENworks Reporting Server software as an ISO image download, you need to create separate installation DVDs for Windows and Linux to install ZENworks Reporting Server on these platforms.

1 Download the ZENworks 10 Asset Management SP2 ZENworks Reporting Server installation ISO image from the Novell Web site (http://www.novell.com/) and copy it to a temporary location on your Windows or Linux device.

2 Burn the ISO image to a DVD.

On Linux, optionally, you can simply run the installation program from the ISO mount point, instead of burning the DVD.

2.2.4 Installing and Configuring the Oracle Client

If ZENworks 10 Asset Management SP2 is configured for an external Oracle*10g database, then before installing ZENworks Reporting Server, install and configure the Oracle 10g client to the same Oracle database used by ZENworks 10 Asset Management SP2 through the Net Configuration Assistant.

1 Install the Oracle client on the server on which you will install ZENworks Reporting Server. The Oracle client must be of the same version as the external Oracle 10g database that you have configured for the ZENworks Asset Management server.

- ◆ On Windows 64-bit platforms, install the Oracle 10g 32-bit client. ZENworks Reporting Server supports only 32-bit emulation on 64-bit Windows platforms.

- ◆ On Linux 64-bit platforms, install the Oracle 10g 64-bit client and set the value of the environment variable LD_LIBRARY_PATH to $ORACLE_HOME/lib32 by using the following command:

  ```
  export LD_LIBRARY_PATH=$ORACLE_HOME/lib32:$LD_LIBRARY_PATH
  ```

NOTE: The Oracle 10g R2 client is not supported on a SLES 10 server.If you want to install the Oracle 10g R2 client on a SLES 10 SP2 server, see the Novell Cool Solutions article "Installing Oracle 10g R2 Database on SLES 10" (http://www.novell.com/coolsolutions/appnote/17778.html).

For more information on how to install the Oracle client, see the *Oracle Database Client Installation Guide* (http://www.oracle.com/technology/documentation/database10g.html). Make sure you select *Administrator* in the Installation Type window.

IMPORTANT: On Linux, make sure that the Oracle client installation directory has Read and Execute access to all users.

2 (Conditional) On Linux, after installing the Oracle client, check to see if the value of the environment variable ORACLE_HOME is set to the path of the directory where the Oracle client is installed. If the environment variable ORACLE_HOME is not available, manually add ORACLE_HOME as a new environment variable and set its value to the path where the Oracle client is installed.

3 Create a new service name and use it to set up an external Oracle database for use with ZENworks:

- ◆ On Windows, click *Start > All Programs > Oracle client > Configuration and Management tools > Oracle Net Manager*

- ◆ On Linux, navigate to the $ORACLE_HOME/bin directory and run the netmgr script to open the Oracle Net Manager.

4 Set the TNS_ADMIN environment variable correctly:

- ◆ On Windows, if the tnsnames.ora file is not in the default location (%ORACLE_HOME%\NETWORK\ADMIN), create a new environment variable with the name TNS_ADMIN. Set the value of TNS_ADMIN environment variable to the path of the directory in which the tnsnames.ora file resides.

- ◆ On Linux, if the tnsnames.ora file is not in the default location ($ORACLE_HOME/network/admin), create a new environment variable with the name TNS_ADMIN. Set the value of this new environment variable to the path of the directory in which the tnsnames.ora file resides.

5 Test if the Oracle client is successfully installed:

   ◆ On Windows, run the `%ORACLE_HOME%\bin\tnsping` *new_service_name* command.

   ◆ On Linux, run the `$ORACLE_HOME/bin/tnsping` *new_service_name* command.

   The *new_service_name* is the name of the new service created in Step 3.

2.3 Installing ZENworks Reporting Server

1 Start the ZENworks Reporting Server installation program by using one of the following methods:

   ◆ **Graphical User Interface (GUI) Installation**

      1. On the installation server, insert the *Novell ZENworks 10 Asset Management with SP2 Reporting Server* DVD for Windows.

      On a Windows device, the installation begins automatically after inserting the DVD. You can also select the language from the installation page that appears. If the installation does not begin automatically, run `setup.exe` from the `root` after inserting the DVD.

      On a Linux device, mount the DVD, then run `sh /media/cdrom/setup.sh`.

   ◆ **Command Line Installation (Linux only)**

      1. On the installation server, insert the *Novell ZENworks 10 Configuration Management with SP2 Reporting Server Novell ZENworks 10 Asset Management with SP2 Reporting Server* DVD for Linux.

      2. Mount the DVD.

      3. To start a command line installation to a directory where all (including "others") have read and execute access, either mount the DVD or copy the DVD's files to a temporary location other than the `/root` directory.

      Ensure that the copied files and their parent directories have read and execute access for all the users (including "others").

      4. Run the following command:

      `/mount_location/setup.sh -e`

   ◆ **Silent Mode Installation**

      1. Create a silent install configuration file by using the following command:

      `setup.exe/setup.sh -s`

      2. Open the silent install configuration file in a text editor.

      3. Search for ADMINISTRATOR_PASSWORD=.

      4. Replace `$lax.nl.env.ADMIN_PASSWORD$` with the actual password.

      For example, if the password is `novell`, then the entry will be as follows:

      `ADMINISTRATOR_PASSWORD=novell`.

      5. Save the silent install configuration file and exit the editor.

      6. Run the silent install configuration file by using the following command:

      setup.exe/setup.sh -s -f *path_to_the_silent_install file*

2 During installation, refer to the information in Table 2-1, "Installation Information," on page 15 for details on the installation data that you need to know.

If you are using the GUI installation, you can also click the *Help* button for similar information.

For the command line method, you can type `back` and press Enter to return to a previous installation option to make changes.

In either case, part of completing the installation process is for the database to be updated, which causes high CPU utilization during that process. This can cause the services to start up slowly.

3 (Conditional) On a Linux server, if you select the Oracle database, check to see if the environment variable `LD_LIBRARY_PATH` is set to the path of the directory containing `$ORACLE_HOME/lib` or `$ORACLE_HOME/lib32`. If the environment variable `LD_LIBRARY_PATH` is not available, add it to the environment and set its value to the path of the directory containing `$ORACLE_HOME/lib32`. If the path to `$ORACLE_HOME/lib32` is not a valid path, set the value of the environment variable to the path of the directory containing `$ORACLE_HOME/lib`.

4 Restart the device after installing ZENworks Reporting Server.

IMPORTANT: You can install ZENworks 10 Asset Management SP2 ZENworks Reporting Server only through media. You cannot install it by mapping to a network drive.

2.3.1 Installation Information

The information you need is listed in the order of the installation flow.

Table 2-1 *Installation Information*

Installation Information	Explanation
Installation path	ZENworks Reporting Server is installed within the ZENworks 10 Asset Management SP2 install folder `%ZENWORKS_HOME%\share\boe` (Windows) or `$ZENWORKS_HOME/share/boe` (Linux).
Prerequisites	- The installer prompts for username and password. Specify the super administrator's username and password for the ZENworks zone. - The installer checks to see if a ZENworks 10 Asset Management Server is installed on the device. - If the credentials are correct, the installer checks for other prerequisites such as available disk space, operating system, and system architecture on the device. Also, if ZENworks 10 Asset Management (SP2) is installed to an Oracle database, ZENworks Reporting Server installer checks to see if Oracle client is installed on the device. If no Oracle client is found, an error is displayed and the installation exits. - If the required prerequisites are not met, you cannot continue with the installation. The prerequisites that are not met are displayed (GUI) or listed (command line). **IMPORTANT:** After you install ZENworks Reporting Server, you cannot change the Certificate Authority (CA) type. The *Restore Default* buttons restore the paths to those that were displayed when you first accessed this page.

Installation Information	Explanation
Pre-installation summary	**GUI Installation:** To modify any information that you have entered up to this point, click *Previous*. Click *Install* to begin the installation.
	Click *Cancel* to exit the installation. No rollback occurs on cancelling the installation.
	Command Line Installation: To modify any information that you have entered up to this point, type `back` and press Enter.
	Press Ctrl+C to exit the installation. No rollback occurs on cancelling the installation.
Installation completion	A confirmation is displayed upon successfully completing the installation.

2.4 Working With a Firewall

ZENworks Reporting Server works with firewall systems to provide reporting across intranets and the Internet without compromising network security.

This section provides information about how to configure ZENworks Reporting Server in a packet filtering firewall environment. For detailed information about how ZENworks Reporting Server works in other types of firewall environments, see the *BusinessObjects Enterprise XI Release 2 Deployment and Configuration Guide* (http://support.businessobjects.com/documentation/default.asp).

By default, ZENworks Reporting Server uses dynamically chosen port numbers for communication between components. To enable ZENworks Reporting Server to communicate across a firewall, you must configure its components to use fixed addresses and ports. You must also configure your firewall to allow communication to the services behind the firewall by using these fixed addresses and ports.

The following sections provide detailed information:

2.4.1 Configuring the ZENworks Reporting Servers

You must configure the Central Management Server as well as all the ZENworks Reporting Server Services that are listed under Central Configuration Manager inside the firewall to respond to communication from the application server on a fixed port.

1 On ZENworks Reporting Server, click the desktop *Start* menu > *Programs* > *ZENworks Reporting Server* > *ZENworks Reporting Server* > *Central Configuration Manager*.

2 Stop the ZENworks Reporting Server Service that is listed in the Central Configuration Manager by doing one of the following:

- Right-click the ZENworks Reporting Server Service, then click *Stop*.
- Select the ZENworks Reporting Server Services, then click the *Stop* icon (■) on the toolbar.

3 On the toolbar, click the *Properties* icon (▣).

The *Properties* tab is displayed by default.

4 In the *Command* option, append `-requestport` `port_number` to the value, where `port_number` is a valid free port number.

For example, the command value for Central Management Server is as follows:

```
"\\blr-nrm-r1d\C$\Program Files\Novell\ZENworks\share\boe\BusinessObjects
Enterprise 11.5\win32_x86\CMS.exe" -service -name blr-nrm-r1d.cms -restart
-protocol ssl -ssl_certdir "C:\Program
Files\Novell\ZENworks\conf\security" -ssl_mycertificate "server.der" -
ssl_trustedcertificate "ca.der" -ssl_mykey "server.key" -
ssl_mykey_passphrase "passphrase.txt" -requestport 5601
```

Each server under Central Configuration Manager must use a unique port number, but you must ensure that the port number for the Central Management Server is a value other than 6400.

5 Click *OK*.

6 Restart the server by doing one of the following:

  ◆ Right-click the ZENworks Reporting Server Service, then click *Restart*.

  ◆ Select the ZENworks Reporting Server Service, then click the *Start* icon (▶) on the toolbar.

7 Repeat Step 2 through Step 6 for each ZENworks Reporting Server Service that is behind the firewall.

2.4.2 Specifying the Firewall Rules

If there is a firewall between ZENworks Reporting Server and other ZENworks Primary Servers, you must specify the inbound access rules. For more details on how to specify these rules, see the firewall documentation.

We recommend that only the ZENworks Primary Server be allowed to contact ZENworks Reporting Server running at 6400 or at the port specified in Step 4 on page 17 of Section 2.4.1, "Configuring the ZENworks Reporting Servers," on page 16.

The following table lists the inbound access rules.

Table 2-2 *Inbound Access Rules*

Source Device	Port	Destination Device	Port	Action
ZENworks Primary Server	Any	ZENworks Reporting Server (CMS)	6400	Allow
ZENworks Primary Server	Any	ZENworks Reporting Server (CMS)	*Port number specified by using -requestport*	Allow
ZENworks Primary Server	Any	ZENworks Reporting Server (other ZENworks Reporting Server service)	*Port number specified by using -requestport*	Allow
Any machine	Any	ZENworks Reporting Server (CMS)	Any	Reject
Any	Any	ZENworks Reporting Server (other ZENworks Reporting Server service)	Any	Reject

Uninstalling ZENworks Reporting Server

3

On a Primary Server in a Management Zone, you must first uninstall ZENworks Reporting Server before you uninstall ZENworks Configuration Management.

Uninstalling ZENworks Reporting Server deletes all the reporting rights specified within the roles and those that are assigned to the administrators.

NOTE: ZENworks Reporting Server is uninstalled in the same mode that it was installed in.

For example, if you installed ZENworks Reporting Server by using the command line mode, then the uninstallation program uninstalls the server in the command line mode only.

3.1 GUI Mode

1 Start the uninstallation program.

On Windows, run the following command:

`%ZENWORKS_HOME%\bin\zrsuninstall.exe`

On Linux, run the following command:

`/opt/novell/zenworks/bin/zrsuninstall`

The Uninstall Reporting Server page is displayed.

2 Click *Uninstall.*

3 The uninstaller checks for an active ZENworks Reporting Server in the zone.

4 Click *Yes* on the prompt that is displayed.

The uninstallation begins.

5 In the Uninstall Complete page, click *Done.*

3.2 Command Line Mode

1 Start the uninstallation program.

On Linux, run the following command:

`/opt/novell/zenworks/bin/zrsuninstall`

The uninstallation begins.

2 Follow the on-screen prompts to complete the uninstallation process.

3.3 Silent Mode

1 Start the uninstallation program.

On Windows, run the following command:

`%ZENWORKS_HOME%/bin/zrsuninstall.exe`

On Linux, run the following command:

`/opt/novell/zenworks/bin/zrsuninstall`

On a Windows device, you can view the logs in the `Windows - %ZENWORKS_HOME%/logs/` `ZRSuninstall_dd_mm_yyyy_hh.mm.ss.log` file. On a Linux device, you can view the logs in the `linux - /var/opt/novell/log/zenworks/ZRSuninstall_dd_mm_yyyy_hh.mm.ss.log` file.

Troubleshooting ZENworks Reporting Server Installation

A

The following sections provide solutions to the problems you might encounter while working with Novell® ZENworks® Asset Management Reporting Server:

A.1 ZENworks Reporting Server Error Messages

This section contains detailed explanations of some of the error messages you might encounter when you are using ZENworks Reporting Server.

Reporting Server installation failed. Please see the installation log file for details

Source:	ZENworks 10 Asset Management SP2; ZENworks Reporting Server.
Explanation:	This is an incorrect error message that is displayed even though the Reporting Server has been successfully installed.
Action:	Ignore the message.

ZENworks Reporting Server Uninstall Failed

Source:	ZENworks 10 Configuration Management SP2; ZENworks Reporting Server.
Possible Cause:	The Novell ZENworks Loader service has failed to restart at the end of the uninstallation process.
Action:	Manually restart the Novell ZENworks Loader service.

A.2 ZENworks Reporting Server Troubleshooting Strategies

This section provides solutions to problems you might encounter when using ZENworks 10 Configuration Management Reporting Server.

How do I enable debug logging for ZENworks Reporting Server services?

Source: ZENworks 10 Asset Management SP2; ZENworks Reporting Server.

Action: To enable the logs, see TID 3418069 in the Novell Support Knowledgebase (http://support.novell.com/search/kb_index.jsp).

Where do I find the BusinessObjects Enterprise log files?

Source: ZENworks 10 Asset Management SP2; ZENworks Reporting Server.

Action: You can find the ZENworks Reporting Server installation log files in the following locations:

On Windows:

```
%zenworks_home%\share\boe\Business Objects Enterprise
120\logging\BOEInstall_0.log
```

On Linux:

```
/opt/novell/zenworks/share/boe/bobje/logging/
install_timestamp.log
```

You can find the ZENworks Reporting Server trace files in the following locations:

On Windows:

```
%zenworks_home%\share\boe\Business Objects Enterprise
120\logging
```

On Linux:

```
/opt/novell/zenworks/share/boe/bobje/logging/
```

Where do I find ZENworks Reporting Server log files?

Source: ZENworks 10 Asset Management SP2; ZENworks Reporting Server.

Action: If you have installed ZENworks Reporting Server through the Graphical User Interface (GUI) Installer, you can find all the installation logs at the following locations:

  ◆ **On Windows:**

    ◆ `%zenworks_home%\logs\ZENworks Reporting Server_date time.log.xml`

    ◆ `%zenworks_home%\logs\wdeploy-date-time.log`

    ◆ `%zenworks_home%\logs\ZENworks_Reporting_Install_CheckOracleClient_dd_MMM_yyyy_HH-mm-ss.log`

- **On Linux:**
  - `/var/opt/novell/log/zenworks/ZENworks Reporting Server__date time.log.xml`
  - `/var/opt/novell/log/zenworks/wdeploy-date-time.log`
  - `%zenworks_home%\logs\ZENworks_Reporting_Install_CheckOracleClient_dd_MMM_yyyy_HH-mm-ss.log`

The ZENworks Reporting Server installation on a virtual machine might fail when you use the ZCM_REPORTING_10.x.0.iso file mounted on the host machine as a CD-ROM on that virtual machine

Source:	ZENworks 10 Asset Management SP2; ZENworks Reporting Server.
Action 1:	Extract the `ZCM_REPORTING_10.x.0.iso` file to a directory on the virtual machine and run ZENworks Reporting Server installation from that directory.
Action 2:	Burn the `ZCM_REPORTING_10.x.0.iso` file to a DVD and use it to install ZENworks Reporting Server on the virtual machine.

A message indicating that ZENworks Reporting Server cannot be deleted appears even after uninstalling ZENworks Reporting Server

Source:	ZENworks Asset Management SP2; ZENworks Reporting Server.
Action:	Ignore the message. Click *Done* to close the Uninstall Complete window.

A message indicating that ZENworks Reporting Server uninstallation process failed is displayed while uninstalling ZENworks Reporting Server

Source:	ZENworks Asset Management SP2; ZENworks Reporting Server.
Explanation:	This is an incorrect message that is displayed during the uninstallation process when the Novell ZENworks Loader service has failed to restart at the end of the uninstallation process.

Additionally, the ZENworks Reporting Server uninstall log file and the Service Message log file contain the following messages respectively:

- "[ERROR] [8/10/09 1:10:00 PM] [] [UNINSTALL] [ZRS Uninstall Failed with exceptioncom.novell.zenworks.configure.ConfigureException: 2]"
- "Failed to send RPC command to the zenloader process: settings.refresh" respectively. |
| Action: | Manually restart the Novell ZENworks Loader service. |