



# ZENworks 2017 Update 4 ZENworks Appliance Deployment and Administration Reference

January 2019

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# About This Guide

This *ZENworks Virtual Appliance Deployment and Administration Reference* helps you to deploy and configure ZENworks Appliance to the ZENworks supported virtual infrastructure.

The information in this guide is organized as follows:

- ♦ Chapter 1, “Overview,” on page 7
- ♦ Chapter 2, “System Requirements,” on page 9
- ♦ Chapter 3, “Appliance Deployment,” on page 11
- ♦ Chapter 4, “ZENworks Configuration,” on page 13
- ♦ Chapter 5, “Appliance Management,” on page 23
- ♦ Chapter 6, “ZENworks System Management,” on page 33
- ♦ Appendix A, “Troubleshooting,” on page 39

## Audience

This guide is intended for ZENworks 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.

## Additional Documentation

ZENworks 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 documentation Web site](#).



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# 1 Overview

ZENworks is available as a virtual appliance that can be deployed to a supported virtual infrastructure. ZENworks Appliance is built on a customized SUSE Linux Enterprise Server (SLES), and comes pre-installed with ZENworks and thus helps save on operating system license costs.

After deployment, ZENworks can be configured by using an easy to use web based Console. Also, the same console can be used to maintain ZENworks Appliance and perform basic tasks such as executing commands, starting and stopping services, viewing logs, uploading, and downloading files.

You can also tweak basic server settings and monitor the server performance. With the new ZENworks Appliance, it is significantly easier to move to a new major version of ZENworks.

Appliance supports `root` and `zenadmin` users. The `root` user has all privileges on the appliance and ZENworks. The `zenadmin` user has a few privileges on appliance and all on ZENworks.

The `root` user has the following privileges:

- ◆ **On Appliance**
  - ◆ Ganglia Configuration
  - ◆ Ganglia Monitoring
  - ◆ Network
  - ◆ Time
  - ◆ Storage
  - ◆ System Services
  - ◆ Firewall
  - ◆ Administrative Passwords
  - ◆ Field Patch
  - ◆ Online Update
  - ◆ Shutting Down and Restarting ZENworks Appliance
- ◆ **On ZENworks**
  - ◆ ZENworks Configuration
  - ◆ Terminal and File Explorer
  - ◆ Logs
  - ◆ Log Configuration
  - ◆ ZENworks Control Center

The `zenadmin` user has the following privileges:

- ◆ **On Appliance**
  - ◆ Ganglia Configuration
  - ◆ Ganglia Monitoring

- ◆ System Services
- ◆ Administrative Passwords
- ◆ Field Patch
- ◆ Online Update
- ◆ Shutting Down and Restarting ZENworks Appliance
- ◆ **On ZENworks**
  - ◆ ZENworks Configuration
  - ◆ Terminal and File Explorer
  - ◆ Logs
  - ◆ Log Configuration
  - ◆ ZENworks Control Center



# 2 System Requirements

ZENworks Appliance is a 64-bit (x86\_64) virtual machine. The following sections provide the requirements for deploying ZENworks Appliance onto a virtual infrastructure:

**Table 2-1** ZENworks Appliance Requirements

Item	Requirements
Hypervisor	<p>ZENworks Virtual Appliance can be deployed in the following virtual machine environments:</p> <ul style="list-style-type: none"><li>◆ VMware ESXi 6.x</li><li>◆ Microsoft Hyper-V Server Windows 2012, 2012 R2, and 2016</li><li>◆ XEN on SLES 12 and the support packs</li></ul> <p>Deployment of ZENworks Virtual Appliance is not supported on:</p> <ul style="list-style-type: none"><li>◆ Citrix XenServer</li></ul>
Virtual Machine Configuration	<p>ZENworks Appliance requires the following minimum configuration that have been preconfigured by default:</p> <ul style="list-style-type: none"><li>◆ <b>RAM:</b> 8 GB minimum</li><li>◆ <b>Disk Space:</b> 60 GB minimum</li><li>◆ <b>CPU Cores:</b> 2</li></ul> <p>ZENworks requires two hard disks. One hard disk of size 60 GB is pre-configured with the appliance that uses the SLES 12 SP1 operating system and the other hard disk of minimum size 20 GB should be added for the ZENworks data.</p> <p>Depending on your requirement, you can increase the pre-configured disk space after deploying ZENworks Appliance</p>
IP Address	<p>The server must have a static IP address or a permanently leased DHCP address.</p>
Database	<p>ZENworks Appliance comes with pre-installed Sybase SQL Anywhere database. However, you can choose the other supported database and that must meet the database requirements.</p> <p>For more information, see <a href="#">Database Requirements</a> in the System Requirements.</p>

Item	Requirements
Administration Browser	<p>The following are supported web browsers for the appliance console:</p> <ul style="list-style-type: none"> <li>◆ Internet Explorer 11</li> <li>◆ Firefox version 38.5 to 45.5</li> <li>◆ Edge</li> <li>◆ Chrome version 55 and higher</li> <li>◆ Firefox ESR version 38.5 and 45.5</li> <li>◆ Firefox version 50 and higher</li> </ul>
Supported Languages	<p>These are the supported languages for the appliance console:</p> <ul style="list-style-type: none"> <li>◆ English - en</li> <li>◆ French - fr</li> <li>◆ German - de</li> <li>◆ Italian - it</li> <li>◆ Japanese - ja</li> <li>◆ Portuguese (Brazilian)</li> <li>◆ Simplified Chinese - zh_CN</li> <li>◆ Traditional Chinese - zh_TW</li> <li>◆ Spanish - es</li> </ul>

# 3 Appliance Deployment

To deploy ZENworks Appliance, perform the tasks in the following sections:

- ♦ [Section 3.1, “Deploying the Appliance,” on page 11](#)
- ♦ [Section 3.2, “Configuring the Appliance Settings,” on page 11](#)

## 3.1 Deploying the Appliance

To deploy ZENworks Appliance, perform the following:

- 1 Ensure that the virtual machine to which you want to deploy ZENworks Appliance meet the requirements listed in [Chapter 2, “System Requirements,” on page 9](#).
- 2 Download the ZENworks Appliance file from the [Novell Download](#) website or download the multi-part ZENworks Appliance ZIP files and create the open virtualization archive (OVA) file.

Based on your hypervisor, download any of the following files:

- ♦ **VMware ESXi:** Download the `.ova` file.
  - ♦ **Microsoft Hyper-V:** Download the `.vhd` file.
  - ♦ **Xen Server on SLES 12:** Download the `xen.tar.gz` file.
- 3 Deploy the ZENworks Appliance to a hypervisor by using the downloaded (`.ova`, `.vhd`, or `xen.tar.gz`) file.
  - 4 Take a snapshot of the virtual machine that you created.  
To save the state and data of a virtual machine at a specific point in time. A snapshot can save time in case of any configuration failure.
  - 5 After deploying ZENworks Appliance, you must add a hard disk of size minimum 15 GB for the ZENworks data before you power on the Virtual Machine.  
Depending on your content requirement, you can increase the pre-configured disk space after deploying ZENworks Appliance.
  - 6 Continue with the next task, [Section 3.2, “Configuring the Appliance Settings,” on page 11](#).

## 3.2 Configuring the Appliance Settings

To configure the appliance settings, perform the following:

- 1 On the License Agreement page, select the required **License Language** and **Keyboard Language**, then click **Accept**.
- 2 On the Passwords and Time Zone page, specify the following information, and then click **Next**:
  - ♦ **Root Password and Confirmation:** The root password for ZENworks Appliance.
  - ♦ **zenadmin Password and Confirmation:** The zenadmin password for ZENworks Appliance.

- ♦ **NTP Server:** The IP address or DNS name of the external Network Time Protocol (NTP) server.  
It is recommended to set up the NTP server in accordance with the virtual infrastructure guidelines.
  - ♦ **Optional NTP Server:** The IP address or DNS name of the external Network Time Protocol (NTP) server.
  - ♦ **Region:** The local region.
  - ♦ **Time Zone:** The local time zone.
- 3 On the Network Settings Page, you can:
- ♦ **Select the Static IP Address:** If you select this option, then perform Step 4.
  - ♦ **Select the DHCP IP Address:** If you select this option, enter the Host name, and then click **Next**.
- 4 On the Network Settings page, specify the following information, and then click **Next**:
- ♦ **Hostname:** The Fully Qualified Domain Name (FQDN) associated with the appliance IP address. For example, `server.domain.com`.  
The hostname must be resolveable, or some features in ZENworks do not work properly. Server names must support the DNS requirements, or the ZENworks login fails. Acceptable characters are the letters a-z (uppercase and lowercase), numbers, and the hyphen (-).
  - ♦ **Obtain IP Address using DHCP:** Select this option to get the IP Address using DHCP address. If you select this option **IP Address** and **Network Mask** will be disabled.
  - ♦ **IP Address:** The server must have a static IP address or a permanently leased DHCP address.
  - ♦ **Network Mask:** The network mask associated with the appliance IP address.
  - ♦ **Gateway:** The IP address of the gateway on the subnet where ZENworks Appliance is located.
  - ♦ **DNS Server:** The IP address of a primary DNS server for your network.
  - ♦ **Optional DNS Server:** The IP address of a primary DNS server for your network.
  - ♦ **Domain Search:** By default, domain that you specified in the **Hostname** field is displayed.
  - ♦ **Optional Domain Search:** The alternate domain.
- If you have not added a hard disk after deployment, then a warning message is displayed. In this scenario, you need to power off the virtual machine, add a hard disk, power on, and then continue with [Step 2](#).
- 5 On the Data Store Location page, verify the new hard disk that you added.
- 6 Click **Configure**.
- After the appliance configuration, URL is displayed. Use the URL (`https://<FQDN>:9443`) for administering the appliance and configuring ZENworks.
- 7 Continue with the next task, [Chapter 4, "ZENworks Configuration," on page 13](#).

# 4 ZENworks Configuration

The following sections provide the configuration flow for these process:

- ♦ [Section 4.1, “Configuring the First Primary Server,” on page 13](#)
- ♦ [Section 4.2, “Configuring the Additional Primary Servers,” on page 21](#)
- ♦ [Section 4.3, “Logs,” on page 22](#)

## 4.1 Configuring the First Primary Server

This is applicable for a fresh installation of ZENworks. After deploying the ZENworks Appliance to a virtual machine, perform the following steps to configure ZENworks Appliance for the first Primary Server:

- 1 Launch the URL on a supported web browser.

The URL (<https://<FQDN>:9443> or <https://<ipaddress>:9443>) is displayed on the appliance console.

- 2 Choose the required language. If the web browser supports the selected language, then it displays in that language, else it displays in English.

For information, see [Supported Languages in Chapter 2, “System Requirements,” on page 9](#).

- 3 Log in to ZENworks Appliance with the `root` or `zenadmin` credentials that were specified in [Step 2](#), in the [Section 3.2, “Configuring the Appliance Settings,” on page 11](#).

When you log in for the first time, you are prompted to configure ZENworks Appliance.

- 4 Verify the prerequisites on the Configure ZENworks Management Zone page.

Based on how you want to use ZENworks, you should be prepared with the required information to complete the configuration.

Requirements for the first Primary Server:

- ♦ A unique name for the new ZENworks Management Zone. It helps you to identify easily if multiple zones are configured in the zone.
- ♦ A supported database depending on the number of devices that you want to manage.
- ♦ Certificate Authority configuration

The ZENworks server requires a certificate to communicate securely. ZENworks supports internal and external certificates. If you want to use an internal certificate, it will be automatically generated by ZENworks. If you want to use an external certificate, you can generate a Certificate Signed Request (CSR) using ZENworks or by using your organization-specific methods, and then get the signed certificates.

A CSR is encrypted text, provided by a user to the Certificate Authority (CA), through a Secure Sockets Layer (SSL) digital certificate application. The CSR is validated by the CA and a signed certificate is issued.

- 5 If you want ZENworks to generate a CSR, click **Generate CSR**.

If you generate the CSR from this page, the Private Key will be stored on the server.

While configuring ZENworks, you need to have a signed server certificate, private key, and a CA certificate. To get the signed server certificate, you need to generate a CSR and validate by the CA.

**5a** Specify the following information.

- ♦ **Common Name (CN):** The Fully Qualified Domain Name of the ZENworks Primary Server. This name should match the server name in the URL, in order for browsers to accept the certificate for SSL communication. For example, `mail.novell.com`.
- ♦ **Organization (O):** Organization name.
- ♦ **Organizational Unit (OU):** Organizational unit name, such as a department or division.
- ♦ **City or Locality (L)**
- ♦ **State or Province (ST)**
- ♦ **Country or Region:** Two-letter country code or region. For example, US.
- ♦ **Key length:** The required key length can be 1024 or 2048.

**5b** Click **Generate** and download the CSR.

**6** Choose **If this is the first Primary Server** as the type of Management Zone, then click **Configure first Primary Server**.

**7** Specify the following:

- ♦ **Zone name:** A unique Management Zone name. The zone name can have a maximum of 20 characters. It must not contain spaces and special characters such as (`@ $ [ ] / : * ? | > < " & % { } ; ^ + ( ) ! ~ ``). The zone name is displayed in ZENworks Control Center.
- ♦ **Password:** The administrator password is used for logging in to ZENworks Control Center. The password must contain a minimum of six characters.
- ♦ **Confirm Password:** Use this field to confirm the password. If there is a mismatch, an error message is displayed after you click **Next**. You must re-enter the correct passwords.
- ♦ Select the required database type. Two database instances of the same database type is required to store the ZENworks data and the Audit data.

Based on the number of devices in the Management Zone, follow these database guidelines and select the most suitable database:

- ♦ If you have 3,000 or fewer devices, you can use the Embedded Sybase SQL Anywhere or Remote Sybase SQL Anywhere database.
- ♦ If you have up to 40,000 devices, you can use Microsoft SQL Server or Oracle.
- ♦ If you have up to 100,000 devices, you need to use the Oracle Enterprise Edition (with partitioning).

Ensure that the server where you want to install the external database meets the [Database Requirements](#). Also ensure that you have followed [Prerequisites for External Databases](#) steps in the [ZENworks Server Installation Guide](#).

The following are the supported databases:

- ♦ **Embedded Sybase SQL Anywhere:** ZENworks automatically installs the embedded database on the current server.

For configuration information, see [“Embedded Sybase SQL Anywhere Database Configuration” on page 16](#).

- ◆ **Remote Sybase SQL Anywhere:** This database must already exist on a server in your network. It is recommended that you use a different server rather than the current server.

For configuration information, see [“Remote Sybase SQL Anywhere Database Configuration” on page 16.](#)

- ◆ **Microsoft SQL Server:** You can create a database or use an existing database on the Microsoft SQL Server.

For configuration information, see [“Microsoft SQL Server Database Configuration” on page 17.](#)

- ◆ **Oracle:** If you select the Oracle database, the partition confirmation option is enabled. Only Oracle Enterprise edition supports this partitioning feature. For Oracle Standard edition, the partitioning feature is not supported. We recommend to use partitioning since it improves application performance and manageability.

- ◆ Choose **Yes, let ZENworks use partitioning with the Oracle database.** Otherwise, choose **No, do not use partitioning with Oracle database.**

For configuration information, see [“Oracle Server Database Configuration” on page 19.](#)

8 Click **Next**.

9 Choose the type of Certificate Authority (CA) for the Management Zone.

- ◆ **Internal CA:** The certificate is automatically generated.
- ◆ **External CA:** Choose **Secure certificate (.p12, or .pfx), Root certificate and Server certificate with Private key,** or **Root certificate and Server certificate.**

9a Based on the required certificate, specify the details:

- ◆ **Secure certificate (.p12 or .pfx)**
  - ◆ **Secure certificate:** This certificate stores the server certificate, any intermediate certificate chains, and the private key in a encrypted file, which is password-protected. It supports the .p12 or .pfx file format.
  - ◆ **Password:** Password for the secured certificate file.
- ◆ **Root certificate and Server certificate with Private Key**
  - ◆ **Root certificate:** The top-level certificate in the certificate tree issued by the CA that signed the Server certificate and any intermediate certificate chains. It supports the .pem, .crt, .cer, .der, .p7b, or .p7c file format.
  - ◆ **Server certificate:** It is a signed certificate that is used for the ZENworks server. It supports the .pem, .crt, .cer, .der, .p7b, or .p7c file format.
  - ◆ **Private key:** The private key file that is associated with the signed server certificate. It supports the .der file format.
- ◆ **Root certificate and Server certificate**

To use **Root certificate and Server certificate**, you must have generated a CSR by using the **Generate CSR** link.

- ◆ **Root certificate:** The top-level certificate in the certificate tree issued by the CA that signed the Server certificate and any intermediate certificate chains. It supports the .pem, .crt, .cer, .der, .p7b, or .p7c file format.

- ♦ **Server certificate:** It is a signed certificate that is used for the ZENworks server. It supports the .pem, .crt, .cer, .der, .p7b, or .p7c file format.

9b Click **Finish**.

ZENworks configuration starts and it might take several minutes. The configuration process will continue in the background even if you close the browser or the browser times out.

For subsequent deployments of Primary Servers to the Management Zone, the same CA must be used to create the Secured Certificate with the Private Key that is established by the first Primary Server's deployment.

After ZENworks is configured, from the Home page you can use the ZENworks console to access the ZENworks Configuration Management capabilities.

## 4.1.1 Embedded Sybase SQL Anywhere Database Configuration

Choose the **Embedded Sybase SQL Anywhere** to store the ZENworks and Audit data. If you select the embedded database option, no further database configuration is required for ZENworks and Audit.

If you select **Remote Sybase SQL Anywhere** for Audit, see [“Remote Sybase SQL Anywhere Database Configuration” on page 16](#).

## 4.1.2 Remote Sybase SQL Anywhere Database Configuration

For installing OEM Sybase using the ZENworks installer, execute the installer with the `-c` parameter to create the database. Then run this Primary Server and select the **Remote Sybase SQL Anywhere** database in this page.

For information, see [Performing the External ZENworks Database Installation](#), in the [ZENworks Server Installation Guide](#).

The Remote Sybase SQL Anywhere database must exist on a different server in your network. It is recommended that you use a different server rather than the current server.

- 1 Specify the following information for the server that is hosting an existing ZENworks database:
  - ♦ **Server address:** A valid IP address or a Fully Qualified Domain Name (FQDN) of the Remote Sybase SQL Anywhere database server.
  - ♦ **Port:** The port used by the Remote Sybase SQL Anywhere database server. The default port is 2638.
  - ♦ **Database name:** The name of the existing database.
  - ♦ **Username:** The user name that has read and write permissions to access the database.
  - ♦ **Password:** A valid password for user name to access the database.
  - ♦ **Server name:** The name of the Remote Sybase SQL Anywhere database server.
- 2 Click **Next** and continue with **Audit database**.
- 3 Specify the server information that is hosting an existing Audit database. These fields are the same as those for the ZENworks database ([Step 1](#)). The default port for the Audit database is 2639.
- 4 Click **Next** and continue with the **Configure Certificate Authority**. For information, see [Step 9 on page 15](#), in the [Configuring the First Primary Server](#).



## 4.1.3 Microsoft SQL Server Database Configuration

Database can be created while configuring ZENworks using the **Create Database** option or it can be created separately by using ZENworks database installation method, and then select the **Existing Database** option. For information, see *Performing the External ZENworks Database Installation*, in the *ZENworks Server Installation Guide*.

You can create a database or use an existing database on the Microsoft SQL Server.

- ◆ [“Creating a Database” on page 17](#)
- ◆ [“Existing Database” on page 18](#)

### Creating a Database

1 Specify the following information for ZENworks to connect to the server:

- ◆ **Server address:** A valid IP address or a Fully Qualified Domain Name (FQDN) for the Microsoft SQL server.
- ◆ **Port:** The port used by the Microsoft SQL server. The default port is 1433.
- ◆ **Named instance:** The name of the Microsoft SQL server instance that is hosting the ZENworks database.

---

**IMPORTANT:** It is important to know whether you installed the Microsoft SQL Server by using Windows authentication or Mixed mode authentication. Ensure that you select the option that coincides with your Microsoft SQL server options; otherwise, authentication fails.

---

2 Select **Create Database**.

3 Select the authentication mode. Based on the type of authentication (Windows or SQL Server), the following information is displayed:

- ◆ **Username:** Specify the user who has system administrator permissions.  
For **Windows authentication**, specify the administrator user name on the Microsoft SQL server or in the domain (Microsoft Active Directory or Novell eDirectory).  
For **SQL authentication**, specify the system administrator user name.
- ◆ **Password:** Specify a valid password to access the database.
- ◆ **Domain:** This field is enabled if you select **Windows Authentication**. Specify the Fully Qualified Domain Name (FQDN) or hostname.

4 Click **Next**.

5 Specify the following information:

- ◆ **Database location:** The path of the folder that exists on the Microsoft SQL server that is used to store database files. For example, C:\Database.
- ◆ **Database name:** A unique name for the ZENworks database.

6 Select the authentication mode. Based on the type of authentication (Windows or SQL Server), the following information is displayed:

- ◆ **Username:** Specify a user for the ZENworks database.  
For **Windows authentication**, specify a user name that exist in the device or in the domain (Microsoft Active Directory) that is hosting the Microsoft SQL Server.

For **SQL authentication**, specify a username that does not exist in the Microsoft SQL Server.

- ◆ **Password:** This field is enabled if you select **Windows Authentication**. Specify a valid password to access the database.
  - ◆ **Domain:** This field is enabled if you select **Windows Authentication** on Microsoft SQL Server Configuration for ZENworks page and the **Windows Authentication** option on this page. Specify the Fully Qualified Domain Name (FQDN) or hostname and ensure that FQDN is reachable.
- 7 Click **Next** and continue with *Audit database*. These fields are the same as those for the ZENworks database.
  - 8 Click **Next** and continue with **Configure Certificate Authority**. For information, see [Step 9 on page 15](#), in the *Configuring the First Primary Server*.

## Existing Database

Database can be created by using the ZENworks database installation method.

- 1 Specify the following information for ZENworks to connect to the server:
  - ◆ **Server address:** A valid IP address or a Fully Qualified Domain Name (FQDN) for the Microsoft SQL server.
  - ◆ **Port:** The port used by the Microsoft SQL server. The default port is 1433.
  - ◆ **Named instance:** The name of the Microsoft SQL server instance that is hosting the ZENworks database.
- 2 Select **Existing Database**.
- 3 Click **Next**.
- 4 Specify the following information for the existing ZENworks database:
  - ◆ **Database name:** The database name that is created by using the ZENworks database creation (`setup.exe -c` or `setup.sh -c`).
- 5 Select the authentication mode. Based on the type of authentication (Windows or SQL Server), the following information is displayed:
  - ◆ **Username:** Specify the same user name that is created at the time of the database through the ZENworks database creation.
  - ◆ **Password:** Specify a valid password to access the database.
  - ◆ **Domain:** This field is enabled if you select **Windows Authentication**. Specify the Fully Qualified Domain Name (FQDN) or hostname.
- 6 Click **Next** and continue with *Audit database*. These fields are the same as those for the ZENworks database.
- 7 Click **Next** and continue with **Configure Certificate Authority**. For information, see [Step 9 on page 15](#), in the *Configuring the First Primary Server*.

## 4.1.4 Oracle Server Database Configuration

User Schema can be created while configuring ZENworks using the **Create User Schema** option or it can be created separately by using ZENworks database installation method, and then select the **Existing User Schema** option. For information, see *Performing the External ZENworks Database Installation*, in the *ZENworks Server Installation Guide*.

- ♦ [“Creating a User Schema” on page 19](#)
- ♦ [“Existing User Schema” on page 20](#)

### Creating a User Schema

For ZENworks to connect to the Oracle server with **New user schema**:

- 1 Specify the following information in order for ZENworks to connect to the Oracle server:
  - ♦ **Server address:** A valid IP address or a Fully Qualified Domain Name (FQDN) of the Oracle server.
  - ♦ **Port:** The port used by the ZENworks database server. The default port is 1521.
  - ♦ **Service name:** For Oracle server connectivity, specify a valid service name.

**Oracle User Schema:** User schema options are used to set up an external Oracle database schema to configure ZENworks. You can create a new user schema or use an existing schema that exists on the Oracle database server.
- 2 Choose **New User Schema**.
- 3 Specify the user credentials for an administrator who has rights to create the user schema, if you are creating a user schema.
  - ♦ **Username:** The user name that has read and write permissions to access the database.
  - ♦ **Password:** A valid password of user name to access the database.
- 4 Click **Next**.
- 5 Specify the following information:
  - ♦ **Username:** Specify a new user name for the ZENworks database. The user name can have a maximum of 30 characters. It must not contain spaces or special characters such as (@ [ ] / : \* ? | > < " & % { } ; , ^ + - = ( ) ! ~ ` . ). The user name must not be a database reserve word and it must not start with a number.
  - ♦ **Password:** Specify a valid password to access the ZENworks database. The password can have a maximum of 30 characters. It must not contain special characters such as ( ; : " / @ % ? { } ). The password must not be a database reserve word and it must not start with a number.
  - ♦ **Confirm password:** Use this field to confirm a correct password. If there is a mismatch, an error message is displayed after you click **Next**. You must re-enter the correct password.
- 6 Choose **Let ZENworks create the tablespaces** or **Let Oracle DBA create the tablespace** for the tablespaces required by the ZENworks database.

Select **Let ZENworks create the tablespaces** if you want the ZENworks database to create the tablespace. Specify the following information:

- ◆ **Tablespace name for tables:** Specify the tablespace name for tables. It must be a unique and must start with [a-z] | [A-Z]. The Oracle tablespace naming conventions must be followed.
- ◆ **Tablespace name for indexes:** Specify the tablespace name for indexes. It must be a unique and must start with [a-z] | [A-Z]. The Oracle tablespace naming conventions must be followed.
- ◆ **DBF file location for tables:** Specify the dbf fully qualified file path, it must be unique. The specified physical path of the folder must be an existing path.
- ◆ **DBF file location for indexes:** Specify the dbf fully qualified file path, it must be unique. The specified physical path of the folder must be an existing path.

or

Select **Let Oracle DBA create the tablespace** if you want your database administrator to create the tablespace. Specify the following information:

- ◆ **Tablespace name for tables:** The tablespace name for tables that exist on the Oracle server.
- ◆ **Tablespace name for indexes:** The tablespace name for indexes that exist on the Oracle server.

---

**IMPORTANT:** If you are using Automatic Storage Management (ASM) or some other disk storage, select **Let Oracle DBA create the tablespace**.

---

- 7 Click **Next** and continue with **Audit database** configuration. These fields are the same as those for the ZENworks database.
- 8 Click **Next** and continue with the **Configure Certificate Authority**. For information, see [Step 9 on page 15](#), in the *Configuring the First Primary Server*.

## Existing User Schema

User schema can be created by using the ZENworks database installation method. For information, see [Performing the External ZENworks Database Installation](#), in the *ZENworks Server Installation Guide*.

For ZENworks to connect to the Oracle server with an **Existing user schema**:

- 1 Specify the following information in order for ZENworks to connect to the Oracle server:
  - ◆ **Server address:** A valid IP address or a Fully Qualified Domain Name (FQDN) of the Oracle server.
  - ◆ **Port:** The port used by the ZENworks database server. The default port is 1521.
  - ◆ **Service name:** For Oracle server connectivity, specify a valid service name.

**Oracle User Schema:** User schema options are used to set up an external Oracle database schema to configure ZENworks. You can create a new user schema or use an existing schema that exists on the Oracle database server.

- 2 Choose **Existing User Schema**.
- 3 Click **Next**.

- 4 Specify the following information:
  - ◆ **Username:** The user name for an existing ZENworks database user who has permissions to create tables, views, procedures, sequences, and triggers.
  - ◆ **Password:** A valid password to access the database.
- 5 Specify the tablespace names for ZENworks:
  - ◆ **Tablespace name for tables:** The tablespace name for tables. This name should be associated with an existing user name that is specified in the **Username** field
  - ◆ **Tablespace name for indexes:** The tablespace name for indexes. This name should be associated with an existing user name that is specified in the **Username** field.
- 6 Click **Next** with *Audit database* configuration. These fields are the same as those for the ZENworks database.
- 7 Click **Next** and continue with **Configure Certificate Authority**. For information, see [Step 9 on page 15](#), in the *Configuring the First Primary Server*.

## 4.2 Configuring the Additional Primary Servers

To configure additional Primary Servers to your ZENworks Management Zone:

- 1 Deploy ZENworks Appliance. For information, see [Chapter 3, “Appliance Deployment,” on page 11](#).
- 2 Launch the URL on a supported web browser.  
The URL (`https://<FQDN>:9443` or `https://<ipaddress>:9443`) is displayed on the appliance console.
- 3 Log in to ZENworks Appliance with the `root` or `zenadmin` credentials that were used in [Step 2](#), in the [Section 3.2, “Configuring the Appliance Settings,” on page 11](#).  
When you log in for the first time, you are prompted to configure ZENworks Appliance.
- 4 Verify the prerequisites on the Configure ZENworks Management Zone page.  
Based on how you want to use ZENworks, you should be prepared with the required information to complete the configuration.  
Requirements for the server that is being added to an existing ZENworks Management Zone:
  - ◆ The DNS name or IP address of your zone's Primary Server
  - ◆ The zone administrator credentials to add a new Primary Server
  - ◆ The additional Primary Server can be added only if all the Primary Servers in the zone are upgraded to ZENworks
- 5 Choose the type of Management Zone as **If this server is being added to an existing ZENworks Management Zone**, then click **Add New Primary Server**.
- 6 Specify the following:
  - ◆ **Server address:** The first Primary Server's IP address or FQDN.
  - ◆ **Port:** The Port used by the first Primary Server in the Management Zone. The default port is 443.
  - ◆ **Username:** The ZENworks management zone's administrator user name.
  - ◆ **Password:** The password for the ZENworks management zone's administrator.

- 7 Click **Next**.
- 8 In the Unknown Certificate dialog box, validate the certificate, then click **Accept** to communicate securely with the first Primary Server.
- 9 Specify certificate details for the additional Primary Server.
  - ♦ If an Internal certificate is used in the first Primary Server, ZENworks detects the internal certificate and automatically issue the certificate.
  - ♦ If an External certificate is used in the first Primary Server, choose the required certificate (**Server Certificate with Private Key** or **Server Certificate**). If you have used the **Generate CSR** link, then upload **Server Certificate**. Based on the certificate specify the following details:
    - ♦ **Server Certificate:** Browse to the signed certificate to be used for this server.  
The certificate must be a SubCA (approved by SubCA) and CA (Approved by root CA) certificates in order:  
====Beginning of the Certificate File====  
=[Server Certificate]=  
=[SubCA Certificate]=  
=[CA Certificate]=  
====End of the Certificate File====
    - ♦ **Private Key File:** This field is enabled if you select the **Server Certificate with Private Key** option. Browse to the **.der** private key file that is associated with the signed certificate.  
To convert the PEM file to DER file, use the following command:  

```
openssl pkcs8 -topk8 -nocrypt -in privateKey.key -inform PEM -out key.der -outform DER
```

  
To verify the privateKey.key file, use the following command:  

```
openssl rsa -in privateKey.key -check
```
- 10 Click **Finish**.  
ZENworks configuration starts and it might take several minutes. The configuration process will continue in the background even if you close the browser or the browser times out.

## 4.3 Logs

Before configuring the ZENworks, all logs are stored in the `/var/opt/novell/jetty/logs/jetty.stderrout.out` location.

While configuring and after configuring the ZENworks, all logs are stored in the `/var/opt/novell/log/zenworks` location.

# 5 Appliance Management

In ZENworks Appliance, a web based interface is provided to manage the appliance. The user interface helps you to configure and perform operations on a ZENworks Primary Server. Based on the logged-in user the tiles are displayed.

To manage ZENworks, see [Chapter 6, “ZENworks System Management,” on page 33](#).

ZENworks Appliance enables you to reconfigure settings of the appliance, such as administrative passwords, network settings, and certificate settings.

ZENworks Appliance supports `root` and `zenadmin` users. You must use the `root` user if you want to perform any operations on the appliance and ZENworks.

To manage ZENworks Appliance:

- 1 On a supported web browser, launch the URL to access the Management Console.  
The URL (`https://<FQDN>:9443` or `https://<ipaddress>:9443`) that is displayed on the appliance console.
- 2 Specify the login credentials, then click **Log in**.  
The following options are displayed in the Appliance Configuration:
  - ♦ [Section 5.1, “Ganglia Configuration,” on page 23](#)
  - ♦ [Section 5.2, “Ganglia Monitoring,” on page 25](#)
  - ♦ [Section 5.3, “Network,” on page 25](#)
  - ♦ [Section 5.4, “Time,” on page 25](#)
  - ♦ [Section 5.5, “Storage,” on page 25](#)
  - ♦ [Section 5.6, “System Services,” on page 26](#)
  - ♦ [Section 5.7, “Firewall,” on page 27](#)
  - ♦ [Section 5.8, “Administrative Passwords,” on page 27](#)
  - ♦ [Section 5.9, “Field Patch,” on page 27](#)
  - ♦ [Section 5.10, “Online Update,” on page 28](#)
  - ♦ [Section 5.11, “Appliance OS Update,” on page 29](#)
  - ♦ [Section 5.12, “Product Upgrade,” on page 29](#)
  - ♦ [Section 5.13, “Shutting Down and Restarting ZENworks Appliance,” on page 31](#)

## 5.1 Ganglia Configuration

Ganglia is a scalable, distributed monitoring system that enables you to gather information about the ZENworks Appliance system. The default metrics that you can monitor are CPU, disk, load, memory, network, and process.

---

**NOTE:** By default, Ganglia Configuration and Ganglia monitor services will be stopped. If required, you can manually start the Ganglia Configuration and Ganglia monitor services. For more information on enabling Ganglia Monitoring, see [“Enabling Ganglia Monitoring” on page 24](#).

---

- 1 On the ZENworks Appliance home page, in the Appliance Configuration section, click **Ganglia Configuration**.
- 2 You can change the following configuration options:
  - ◆ **Enable Full Monitoring Services:** Select this option to receive and store metrics from other appliances, and to allow the Ganglia Web Interface to run on the same device as the ZENworks Appliance.

You can disable Ganglia monitoring by clearing this option. You can perform this only if you have a monitoring system that you want to use for ZENworks Appliance, or if you want to configure a dedicated appliance for viewing monitoring information. (You can do this by selecting **Unicast** below; then specify the DNS name or IP address of the appliance where monitoring information is stored.)
  - ◆ **Enable monitoring on this appliance:** Select this option to enable Ganglia monitoring on this appliance.
    - ◆ **Multicast:** Select this option to send monitoring information to other appliances on the network.
    - ◆ **Unicast:** Select this option to send monitoring information to a single destination.
      - ◆ **Publish to:** Specify the server where Ganglia sends monitoring information while it is running in Unicast mode.
  - ◆ **Monitoring Tool Options:** Select this option to enable the monitoring tool to access this server through http port 9080 using a similar to `http://:9080/gweb/`.
- 3 (Optional) Click **Reset Database** to remove all existing Ganglia metrics from this appliance. This option is not applicable to the ZENworks database.
- 4 Click **OK**.

For more information about how to use Ganglia monitoring with ZENworks Appliance, see [Section 5.2, “Ganglia Monitoring,” on page 25](#).

## 5.1.1 Enabling Ganglia Monitoring

Enable Ganglia monitoring by starting the following services:

- ◆ `novell-gmond.service`
- ◆ `novell-gmetad.service`
- ◆ `apache2.service`

To start the service momentarily, run the `systemctl start <service_name>` command.

---

**NOTE:** Whenever you restart the appliance, you should run the command to start the monitoring service.

---

To enable the services permanently run the `systemctl enable <service_name>` command.



## 5.2 Ganglia Monitoring

Ganglia is a scalable, distributed monitoring system that enables you to gather information about the ZENworks Appliance system. The default metrics that you can monitor are CPU, disk, load, memory, network, and process. For more information, see [Ganglia](#).

## 5.3 Network

- 1 On the ZENworks Appliance home page, in the Appliance Configuration section, click **Network**.
- 2 Below **DNS Configuration**, you can modify the name servers, search domains, and gateway settings for the ZENworks Appliance network.
- 3 Below **NIC Configuration**, click the **ID** to modify the IP address, hostname, and network mask of any Network Interface Controller (NIC) associated with the appliance. (If multiple NICs are configured for ZENworks Appliance, you can configure the additional NICs.)
- 4 Click **OK**, then restart the appliance to reflect the changes.
- 5 (Optional) In the **Appliance Administration UI (port 9443) Access Restrictions**, specify the IP address of any networks for which you want to allow access to the ZENworks Appliance. Leave this blank to allow any network to access the ZENworks Appliance.
- 6 Click **OK**.

## 5.4 Time

- 1 On the ZENworks Appliance home page, in the Appliance Configuration section, click **Time**.
- 2 Change the required time configuration options:
  - ♦ **NTP Server:** Specify the NTP server that you want to use for time synchronization. Multiple servers can be specified by providing spaces.
  - ♦ **Region:** Select the region where ZENworks Appliance is located.
  - ♦ **Time Zone:** Select the time zone on which ZENworks Appliance is located.
  - ♦ **Hardware Clock Set to UTC**
- 3 Click **OK**.

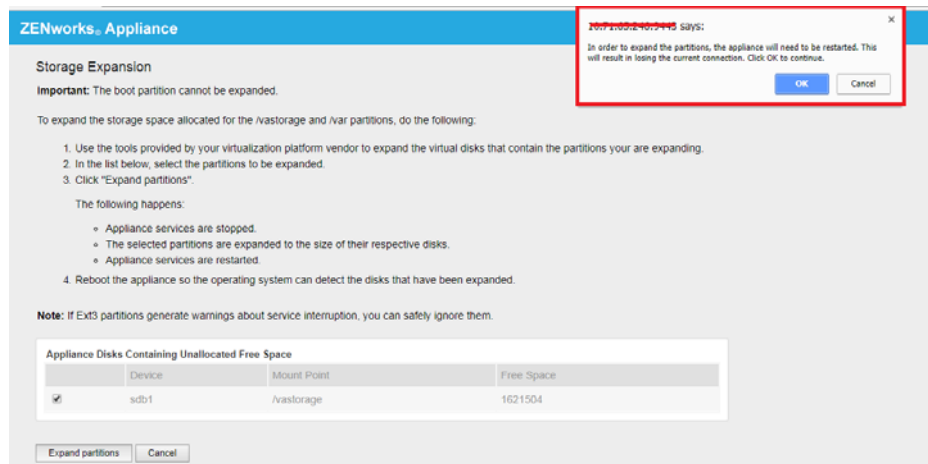
## 5.5 Storage

If you have created hard disk partitions (`/vastorage` and `/var`), ZENworks Appliance provides tools that allow you to expand the storage space for the `/vastorage` and `/var` partitions.

- 1 Shutdown the appliance.
- 2 Use the tools provided by your visualization platform vendor to expand the virtual disks that contain the partitions you are expanding.
- 3 Start the appliance.
- 4 In the ZENworks Appliance home page, in the Appliance Configuration section, click **Storage**.
- 5 In the **Appliance Disks Containing Unallocated Free Space** section, select the partitions to be expanded.

## 6 Click **Expand partitions**.

After clicking **Expand partitions**, a browser pop-up message is displayed.



## 7 Click **Ok** and restart the appliance so that the operating system detects the volume size change.

---

### NOTE

- ◆ Expansion of the drive is performed during the shutdown process.
  - ◆ If you have installed more than 2 hard disks in your appliance, then use the YaST tool to expand the additional hard disks (other than the root and the vastorage).
- 

## 5.6 System Services

List of services that is running on the ZENworks Appliance. The following system services are available:

- ◆ SSH
- ◆ Proxy DHCP

In the System Services page, you can perform the following actions:

- ◆ [Section 5.6.1, “Starting, Stopping, or Restarting System Services,”](#) on page 26
- ◆ [Section 5.6.2, “Setting System Services to Automatic or Manual,”](#) on page 26

### 5.6.1 Starting, Stopping, or Restarting System Services

- 1 In the System Services page, select the service that you want to start, stop, or restart.
- 2 Click **Action**, then click **Start**, **Stop**, or **Restart**.

### 5.6.2 Setting System Services to Automatic or Manual

- 1 On the System Services page, select the service that you want to make automatic or manual.
- 2 Click **Options**, then click **Set as Automatic**, or **Set as Manual**.

If you choose **Set as Automatic**, the SSH services will start automatically when you start the appliance.

If you choose **Set as Manual**, you need to start or stop the SSH services manually after you start the appliance.

## 5.7 Firewall

During the configuration a few ports on appliance are open. You can view the current firewall configuration from the ZENworks Appliance.

- 1 On the ZENworks Appliance home page, in the Appliance Configuration section, click **Firewall**.  
Port numbers are displayed with the current status.

If you have a firewall, you must allow the listed port numbers to ensure that you have a seamless experience with ZENworks Appliance. As a best practice, do not change any port numbers from the default ports.

For more information on opening the Firewall ports, see the Opening Ports section in the [SUSE Linux Enterprise Server Documentation \(https://www.suse.com/documentation/sles-12/book\\_security/data/sec\\_security\\_firewall\\_suse.html\)](https://www.suse.com/documentation/sles-12/book_security/data/sec_security_firewall_suse.html).

## 5.8 Administrative Passwords

- 1 On the ZENworks Appliance home page, in the Appliance Configuration section, click **Administrative Passwords**.
- 2 Specify the new passwords for the `root` and `zenadmin` administrators.  
If you are changing the root password, you must first specify the current root password.
- 3 (Optional) Select or clear **Allow root access to SSH**. When this option is selected, the root user is able to SSH to the appliance. If this option is not selected, only the zenadmin user can SSH to the appliance.
- 4 Click **OK**.

## 5.9 Field Patch

The Field Patch page, enables you to manage field test patches for the ZENworks Appliance. You can install new patches that has fix for issues, view currently installed patches, and uninstall patches.

- 1 On the ZENworks Appliance home page, in the Appliance Configuration section, click **Field Patch**.
- 2 (Optional) Install a Downloaded Patch:
  - 2a Download the patch from the [Download](#) site on to your device.
  - 2b On the Field Test Patch page, click **Browse** to select the downloaded patch.
  - 2c Click **Install**.

### 3 (Optional) Manage Installed Patches:

**3a** Below the **Manage Installed Patches**, on the **Patch Name** column, select the patch that you want to uninstall.

**3b** Click **Uninstall Latest Patch**.

Only the latest installed patches can be uninstalled.

## 5.10 Online Update

Online Update enables you to update the Appliance.

**1** On the ZENworks Appliance home page, in the Appliance Configuration section, click **Online Update**.

You can perform the following actions:

- ♦ **Register:** Enables you to register with Micro Focus Customer Center (MFCC) server or a Local Subscription Management Tool (SMT) server from where you can download software updates and install automatically to update the product.

To register online update service:

1. Click the Register tab.
2. Choose the type of service **Local SMT** (Subscription Management Tool) or **Novell Customer Center** (NCC).

Based on the service type, specify the following:

#### Local SMT

- ♦ **Hostname:** The hostname of the server from where you want to download.
- ♦ **SSL Cert URL (optional):** The SSL certificate to communicate with the server.
- ♦ **Namespace path (optional):** The name space of the file or directory.

#### Novell Customer

- ♦ **Email:** The email address to receive the updates on ZENworks suite.
- ♦ **Activation key:** The activation key for the server base license.
- ♦ **Allow data send:** choose how you want to receive the data **Hardware Profile** or **Optional information**.

3. Click **Register**.

- ♦ **Update Now:** After registration, click **Update Now** to trigger downloaded updates.
- ♦ **Schedule:** After registration, you can configure type of updates to download and whether to automatically agree with the licenses.

To schedule online update:

1. Click the **Schedule** tab.
2. Select a schedule for download updates (Manual, Daily, Weekly, Monthly).

- ♦ **View Info:** Displays the list of installed and downloaded software updates.
- ♦ **Refresh:** Refreshes the status of updates on the Appliance.

---

**NOTE:** The Operating System security patches and updates for ZENworks Appliance are provided every 3 to 4 months.

---

## 5.11 Appliance OS Update

Since, SLES 12 SP1 is no longer supported, they will no longer receive any security patches. Hence, ZENworks 2017 Update x Appliance, which is based SLES 12 SP1 should be upgraded to SLES 12 SP3 to get the latest security patches.

The appliance can be upgraded in two phases:

1. Perform an **Online Update** and apply the latest security patches. This configures the appliance to upgrade the Appliance OS to SLES 12 SP3. For more information, see [Online Update](#).

---

**NOTE:** If you are unable to apply the security patches, then refer to [TID 7023186 \(https://support.microfocus.com/kb/doc.php?id=7023186\)](https://support.microfocus.com/kb/doc.php?id=7023186).

---

2. After configuring the appliance, use **Product Upgrade** to upgrade the OS. The existing appliance registration key can be used to register to the channel and receive the latest updates. For more information, see [Product Upgrade](#).

## 5.12 Product Upgrade

This section provides step-by-step instructions on how to upgrade the appliance operating system.

---

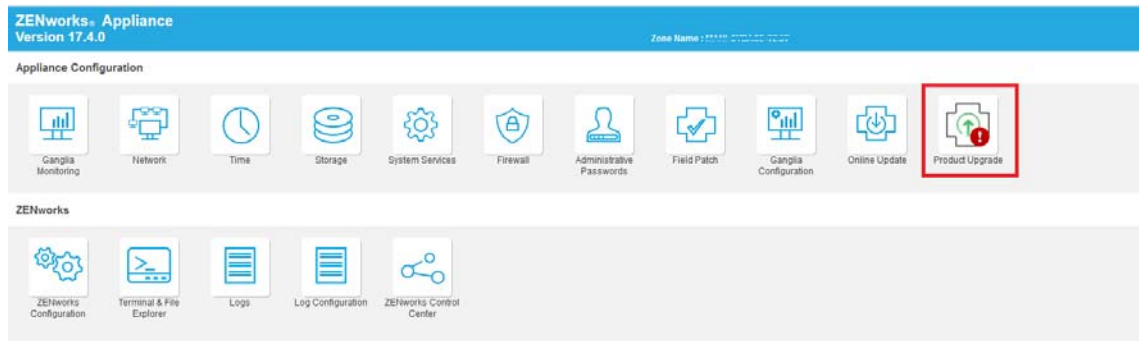
**IMPORTANT:** Before performing the following steps, ensure that you have installed all the Needed Patches available in [Online Update](#). After installing the Needed Patches, restart the appliance. After applying all the patches from Online Update, only then Product Upgrade tile will be displayed.

---

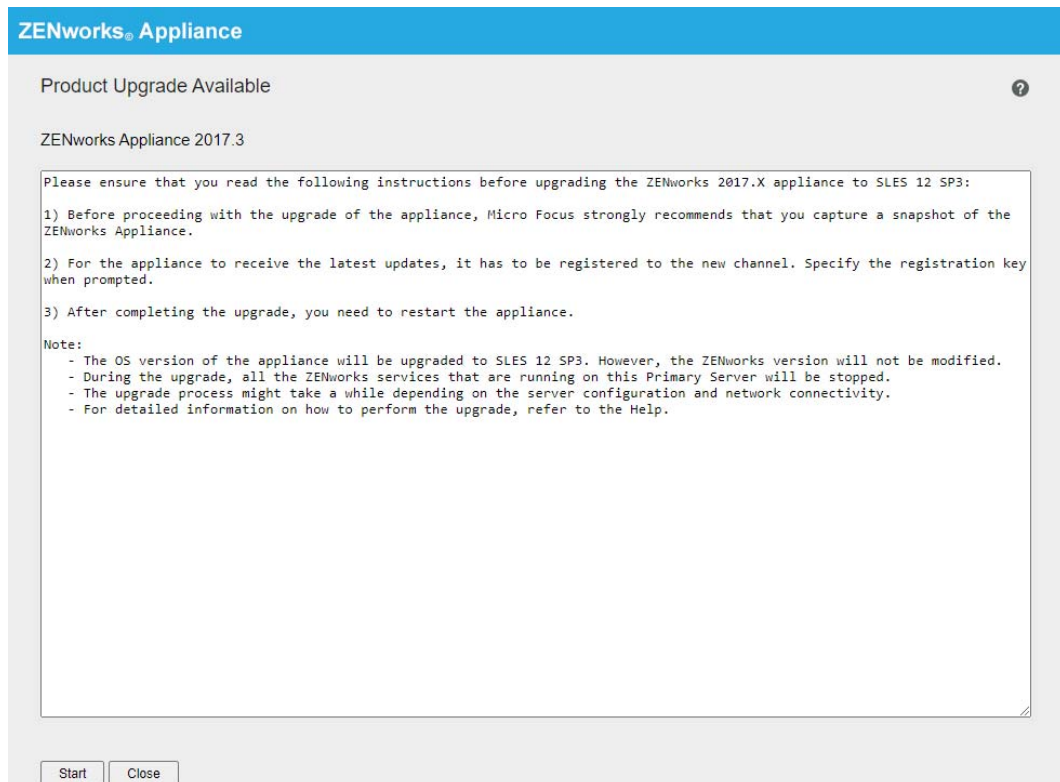
### NOTE

- ◆ The Product Upgrade tile is displayed only when you login as a root user.
  - ◆ Before proceeding with the upgrade of the appliance, ensure that you take a snapshot of the ZENworks appliance.
  - ◆ If you are facing any issues while upgrading the appliance, you can either refer to the `zen-app-osupgrade-<version>.log` file available in the `/var/opt/novell/log/zenworks/` location, or contact Micro Focus Customer Support.
  - ◆ The Operating System version of the appliance will be upgraded to SLES 12 SP3. However, the ZENworks version will not be modified.
- 

- 1 On the Appliance Home page, in the Appliance Configuration section, click Product Upgrade.



- 2 Read the instructions for the product upgrade, and then click Start.



- 3 Specify the existing appliance key to register to the new channel and receive the latest updates.

Register Online Update Service

This version will not be modified.

Service Type:  Micro Focus Customer Center  Local SMT

Hostname:

SSL cert URL (optional):

Namespace path (optional):

Email:

Activation key:

Allow data send:  Hardware Profile  Optional information

Register Cancel

---

**NOTE:** If you are facing any issue while registering with Local SMT, then refer to the [Troubleshooting](#) section.

---

- 4 After completing the registration, the appliance upgrade process starts, and it might take a while depending on the server configuration and network connectivity.

---

**NOTE:** During the upgrade, all the ZENworks services that are running on this Primary Server will be stopped.

---

- 5 After upgrading, click OK, and then restart the appliance.

## 5.13 Shutting Down and Restarting ZENworks Appliance

- 1 On the ZENworks Appliance home page, in the Appliance Configuration section, click **Reboot** or **Shutdown**.

This restarts or shuts down ZENworks Appliance.





# 6 ZENworks System Management

The user interface helps you to configure and perform operations on a ZENworks Primary Server. Based on the logged-in user the tiles are displayed.

On ZENworks, the `root` or `zenadmin` user has all privileges. The `zenadmin` user is used as a ZENworks administrator to perform day-to-day activities in ZENworks.

The following operations can be performed by `root` and `zenadmin`:

- ◆ Explore all the files and folders of the appliance system
- ◆ View logs
- ◆ View and edit log configurations
- ◆ View and edit the ZENworks configuration settings
- ◆ Restart both appliance and ZENworks
- ◆ Launch a terminal and execute ZENworks commands

To manage ZENworks Appliance:

- 1 Launch the URL on a supported web browser to access the Management Console.

For example: `https://<FQDN>:9443` or `https://<ipaddress>:9443`

- 2 Specify the login credentials, then click **Log in**.

If you log in as a `root` or `zenadmin` user, the following options are displayed in the ZENworks section:

- ◆ [Section 6.1, “ZENworks Configuration,” on page 33](#)
- ◆ [Section 6.2, “Terminal and File Explorer,” on page 35](#)
- ◆ [Section 6.3, “Logs,” on page 37](#)
- ◆ [Section 6.4, “Log Configuration,” on page 38](#)
- ◆ [Section 6.5, “ZENworks Control Center,” on page 38](#)

## 6.1 ZENworks Configuration

The ZENworks Configuration page is enabled only after ZENworks is successfully configured.

- 1 On the ZENworks Appliance home page, in the **ZENworks** section, click **ZENworks Configuration**.

The ZENworks Configuration page has the Summary, Basic, and Advanced views.

The Summary view enables you to view the ZENworks Primary Server details. This includes information about the Certificate, ZENworks Database, ZENworks Audit Database, and Appliance details, such as type of hypervisor used, operating system, RAM and file system and HDD details.

The Additional hard disk that is added will be attached to the `/dev/sdb1` and mounted on `/vastorage`. All ZENworks related configurations, log files, backup files, certificates, and binaries are stored on the additional hard disk.

Click **Open ZENworks Control Center** to use ZENworks.

The Basic view displays frequently used server configuration settings as an individual configuration value. You can edit frequently used ZENworks related settings.

For example, you can configure **HTTP Thread Count** by changing the default value, save, and then restart the pending service that is available in Restart Service page.

Basic view has the following options:


- ◆ **Save:** Saves the modified settings.
- ◆ **Refresh:** Refreshes all the ZENworks configurations.
- ◆ **Reset all values to defaults:** Reverts the settings to the state since applying last ZENworks system update.
- ◆ **Restart Services:** Enables you to select the services that need to be restarted to reflect the configuration changes.

When there is a change in the configuration file that is associated with the ZENworks process, then the system automatically determines it and the process gets listed in the Restart Services page.

The Advanced view enables you to view, configure, or edit any server configuration file that is related to ZENworks, such as ZENServer, Tomcat, CASA, datamodel, ZENLoader, and ZMAN. You can view all relevant server configuration files in the ZENworks Primary Server.

By default the file will be in Read-Only mode. To edit a file, toggle the **Edit Mode**, change the required content of the file, and then **Save**. changes are made to the file, then the corresponding process has to be restarted by clicking **Restart Services**.

The Advanced view has the following options:

- ◆ **Edit Mode:** Enables you to toggle or edit a server configuration file in an editor.
- ◆ **Reload:** Loads the server configuration file from the file system. Any unsaved changes made in the browser editor will be lost.
- ◆ **Reset to default:** Reverts the file to the state since applying last ZENworks system update.
- ◆ **Save:** Saves a server configuration file to the file system.
- ◆ **Refresh All:** Refreshes all the ZENworks configurations.
- ◆ **Download:** Downloads the server configuration files.
- ◆ **Download all Files:** Downloads all the server configuration folders that are displayed in the left pane. The appliance creates a compressed archive of the files to be downloaded.
- ◆ **Reset all values to default:** Reverts all the files to the state since applying last ZENworks system update.
- ◆ **Select Path:** Click the select path  icon to copy the physical path of the configuration file.

- ♦ **Restart Services:** Enables you to select the services that need to be restarted (in Basic or Advanced view) and to reflect the configuration changes.

When there is a change in the configuration file that is associated with the ZENworks process, then the system automatically determines it and the process gets listed in the Restart Services page.

## 6.2 Terminal and File Explorer

This tile launches an integrated view for File System Explorer and Terminal.

- ♦ [Section 6.2.1, “Terminal,” on page 35](#)
- ♦ [Section 6.2.2, “File Explorer,” on page 36](#)

### 6.2.1 Terminal

SSH service needs to be running for terminal to work. SSH service is not started by default for security reasons.

- 1 On the ZENworks Appliance home page, in the **Appliance Configuration**, click the **System Services** icon.

- 2 Select the **SSH service** on the System Services page.

- 3 Click **Action**, then click **Start**.

Set the SSH service to **Automatic**, if you want to restart the SSH service automatically after you reboot the device.

- 4 On the ZENworks Appliance home page, in the **ZENworks** section, click **Terminal & File Explorer**

A new browser window launches two frames that display a **File Explorer** (for performing file operations) and a **Terminal**. Whenever you close the Terminal browser or tab, then a confirmation message is displayed.

If you log in as `zenadmin` or `root` user, you can open a terminal session. The `zenadmin` user can execute ZENworks commands such as `zman`, `zac`, and `novell-zenworks-configure`.


You can perform file operations by using an embedded File Explorer that enables you to transfer content between the local and the remote file systems. You can also open new terminals rooted at any folder in the remote file system.

You can launch more than one terminal by clicking **New Terminal**. By default, a maximum of five terminals can be launched.

To configure with any other value than the default value of the terminal:

- 1 Go to `/etc/opt/novell/base`
- 2 Open the `terminal_config.properties` file.
- 3 Change the `maxTerminalsPerBrowser` value with the required value, then save the file.

To select a theme (foreground and background color) for the terminals:

- 1 Click the **Settings**  icon, then select the required terminal theme.

To create a theme:

- 1 Go to `/etc/opt/novell/base`
- 2 Open the `terminal-themes.xml` file.
- 3 Add your own theme, then save the file. For example:

```
<theme>
  <name>example</name>
  <background-color>#000000</background-color>
  <foreground-color>yellow</foreground-color>
</theme>
```

## 6.2.2 File Explorer






- 1 On the ZENworks Appliance home page, in the **ZENworks** section, click **Terminal & File Explorer**.







A new browser window launches two frames that display a **File Explorer** (for performing file operations) and a **Terminal** (SSH).

This enables you to perform operations on files and folders.

- The file operations are based on user privileges (POSIX file permissions).
- If you log in as `zenadmin`, all file operations are executed as `zenworks` user.
- If you log in as `root`, all file operations are executed as `root` user.
- In the tabular view, a context menu is available with these options: **Open Terminal**, **Refresh**, **Upload**, **Delete**, and **Rename**.
- The Tree View for appliance file system displays the appliance file system as a tree. Only folders are displayed in the tree view. The following options are available **Open Terminal**, **Refresh**, **Cut**, **Copy**, **Paste**, **Delete**, **Rename**, **New Folder**, **Download**, and **Upload**.
- File explorer enables you to explore the Appliance's (SLES -Unix) file system, breadcrumb navigation, upload, download, refresh, rename, create, delete, or, CCP operations (cut, copy, and paste).

Below the file path, a toolbar is displayed and you can perform the following:

Icon	Name	Description
	Terminal Settings	To change the terminal theme display settings.
	Select Path	To select file path that is displayed on the breadcrumb.
	Settings	To configure show or hide files.
	Breadcrumb	Displays the path for selected file or folder.
	Parent Directory	Display the contents of the parent folder in the tabular view.

Icon	Name	Description
	Download	To download files and folders under a specified folder.
	Upload	Supports multiple file upload; folder upload is not supported.
	New folder	Creates a folder in the current folder.
	New file	Creates a new file in the current folder.
	Refresh	Updates the tabular view with the latest contents from the appliance.
	Delete	Enables you to delete multiple files and folders under a specified folder.

## 6.3 Logs

All log files that are monitored on ZENworks Appliance are organized in a virtual tree structure and path of the particular file or folder is displayed. Log files can be viewed in the Tail mode or View From Start mode.

In the Tail mode, a log file is displayed from the end of log file.

In the View From Start mode, a log file is displayed from the start of the log file. Whenever log files span across multiple version of files, then starting from the first version of that file the content is displayed.

- 1 On the ZENworks Appliance home page, in the **ZENworks** section, click **Logs**.

This enables you to view logs of the ZENworks Primary Server. Logs are categorized based on Appliance logs, operating system logs, and ZENworks logs. With-in ZENworks, logs are categorized based on different ZENworks components.

Logs has the following options:

- ◆ **View**, **View From Start**, and **Refresh**
- ◆ **Download** enables you to download a log file or a folder.
- ◆ **Resume** and **Pause** enable you to tail log files to see the latest information. You can configure the refresh interval of a tail by specifying the **Refresh** time in **Seconds**. Refresh specifies the interval of time between two requests. By default **Refresh** is set to one second.

Specify **Lines to load** to control the number of lines to be retrieved for the tail interval. By default **Lines to load** is set to 100.

Control the speed in which log file is displayed. Log files are loaded by making multiple HTTP requests in periodic intervals of time. Each request loads a configurable number of lines.

- ♦ **Clear** enables you to clear the current displayed logs. However, logs will not be cleared in ZENworks Appliance. To see the cleared logs, start the log file.
- ♦ **Search** enables you to filter logs based on the search criteria. You can use tail and grep to monitor log files from the terminal. The log viewer provides a GUI for tailing and filtering the content in log files. You can search based on log level such as INFO, ERROR, and DEBUG and also with regular expressions (AND and OR).

## 6.4 Log Configuration

This enables you to view, configure, or edit any log configuration files that are related to ZENworks, such as ZENServer, ZENLoader, Embedded Database, ZMAN, CASA, Inventory, Imaging, and Remote Management.

To launch ZENworks Log Configuration:

- 1 On the ZENworks Appliance home page, in the **ZENworks** section, click **Log Configuration**.

You can view all configuration log files that are categorized logically on the ZENworks Primary Server. The Basic view displays frequently used log configuration settings and you can set different log levels such as debug, info, off, warning, and error.

In the Advanced view, it loads ZENworks component's log configuration file, and can be edited to debug any issue in the customer environment. After editing the configuration file, you can restart the services. You can also list files that are modified and process that requires to restart.

For example, the Tomcat maximum file size is 300 KB by default. You can edit the configuration file to increase the file size to 400 KB.

The Advanced view of Log Configuration has the following options:

- ♦ **Edit Mode:** Click the **Edit Mode** icon to edit a configuration file that displays in an editor.
- ♦ **Reload:** Reloads the current changes to a configuration file.
- ♦ **Reset to default:** Reverts the file to the state since applying the last ZENworks system update.
- ♦ **Save:** Saves a configuration file.

## 6.5 ZENworks Control Center

To use ZENworks Control Center:

- 1 On the ZENworks Appliance home page, in the **ZENworks** section, click **ZENworks Control Center**.
- 2 On the ZENworks Control Center login page, specify the ZENworks Management Zone credentials that you specified during configuration.

# A Troubleshooting

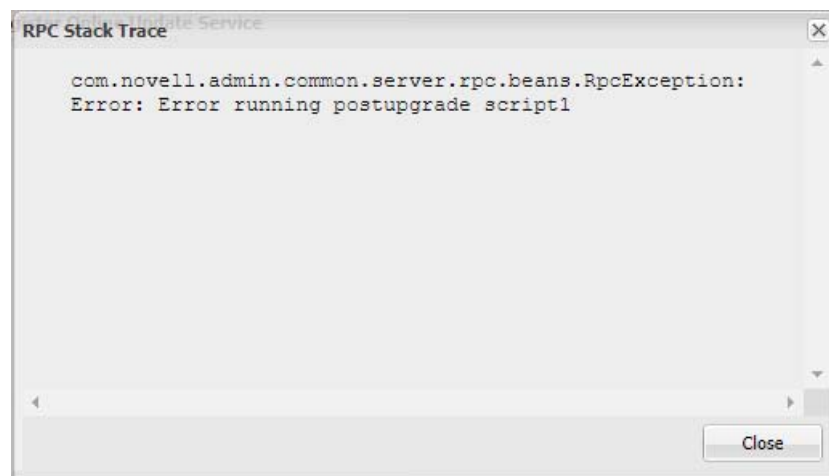
The following sections provides solutions to the problems you might encounter while deploying and Configuring ZENworks Appliance:

- ♦ “Registration of Product Upgrade fails using the local SMT” on page 39
- ♦ “Proxy DHCP service is not listed in ZENworks Appliance” on page 40
- ♦ “java.lang.IllegalStateException: Form too large error message is displayed” on page 40
- ♦ “Mouse not being detected or not working on Citrix XenServer” on page 41

## Registration of Product Upgrade fails using the local SMT

Source: ZENworks 2017

Explanation: If you are registering using Local SMT, then the *Error running postupgrade script1* message might be displayed as shown in the below image:



Action: To resolve the issue, perform the following steps:

1. In the appliance, run the `zypper lr -u` command. If any old repositories are listed, then ensure that you remove all the older repositories by running the `zypper rr` command.

2. Run the following commands to manually add the repositories:

- ◆ **ZEN-Appliance-2017-OS-SLES12-SP3:** `zypper ar 'http://<SMT_HOST_NAME>/repo/$RCE/ZEN-Appliance-2017-OS-SLES12-SP3/sle-12-sp3-x86_64?credentials=SMT-http_<SMT_HOST_NAME>/' <alias>`
- ◆ **ZEN-Appliance-2017-Product-SLES12-SP3:** `zypper ar 'http://<SMT_HOST_NAME>/repo/$RCE/ZEN-Appliance-2017-Product-SLES12-SP3/sle-12-sp3-x86_64?credentials=SMT-http_<SMT_HOST_NAME>/' <alias>`

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#### NOTE

- ◆ Replace `<SMT_HOST_NAME>` with your local SMT Hostname.
- ◆ Replace `<alias>` with your preferred alias.

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3. After adding the repositories, restart the upgrade process from the ZENworks Appliance home page.

## Proxy DHCP service is not listed in ZENworks Appliance

Source: ZENworks 2017 Update 3

Explanation: When you update ZENworks Appliance from 2017, Update 1, Update 2 to 2017 Update 3, the Proxy DHCP service is not listed in the System Services page on Appliance admin console.

Action: To manage the Proxy DHCP services, perform the following:

To set the service as Automatic or Manual, or to check the status of the service, from the Appliance command prompt, run the related command:

- ◆ **Automatic:** `systemctl enable novell-proxydhcp.service`
- ◆ **Manual:** `systemctl disable novell-proxydhcp.service`
- ◆ **Status:** `systemctl status novell-proxydhcp.service`

## java.lang.IllegalStateException: Form too large error message is displayed

Source: ZENworks Appliance.

Explanation: If the size of a file that is displayed in the **Advanced Configuration** tab exceeds the default value of 400000 Bytes (~ 400KB), the following error message is displayed:

```
java.lang.IllegalStateException:Form too large
```

Action: Increase the form content size parameter in the `start.ini` file:

- 1 Go to `/opt/novell/jetty8`
- 2 Open the `start.ini` file.



- 3 Search for the `Dorg.eclipse.jetty.server.Request.maxFormContentSize` parameter and increase the value.
- 4 Stop the jetty server using the `rcnovell-jetty stop` command.
- 5 Start the jetty server using the `rcnovell-jetty start` command.

## **Mouse not being detected or not working on Citrix XenServer**

Source: ZENworks Appliance.

Explanation: If you deploy the ZENworks Appliance OVA file to a Citrix XenServer, after deployment, the mouse might not be detected or might not work.

Action: On the Citrix XenCenter console, run the `SaX2 -r -a` command.

