

System Reporting Reference

ZENworks® 11 Support Pack 2

November 08, 2012

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About This Guide

This *Novell ZENworks 11 SP2 System Reporting Reference* includes information to help you successfully create and manage reports by using ZENworks Reporting Server. The information is organized as follows:

- ♦ Chapter 1, "Overview," on page 7
- ♦ Chapter 2, "Setting Up System Reporting," on page 11
- ♦ Chapter 3, "Creating and Managing Reports," on page 25
- ♦ Chapter 4, "Troubleshooting System Reporting," on page 29
- ♦ Appendix A, "References," on page 41

Audience

This guide is intended for Novell 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 11SP2 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 11 SP2 documentation Web site \(http://www.novell.com/documentation/zenworks11/\)](http://www.novell.com/documentation/zenworks11/).

1 Overview

Novell ZENworks 11SP2 lets you monitor the activity within your management zone through system reports.

Reports can contain details from a large volume of inventory, packaging, and other device or bundle information. You can create new reports, edit existing reports, delete reports, or schedule reports. You can create folders to organize and store reports based on your own criteria.

The following sections contain additional information to help you understand the Reporting concepts:

- ◆ [Section 1.1, “ZENworks Reporting Server Reports,” on page 7](#)
- ◆ [Section 1.2, “Inventory Reports,” on page 8](#)
- ◆ [Section 1.3, “Web Intelligence Documents,” on page 8](#)
- ◆ [Section 1.4, “Universe,” on page 8](#)
- ◆ [Section 1.5, “Central Configuration Manager,” on page 8](#)
- ◆ [Section 1.6, “Reporting Terminology,” on page 8](#)

1.1 ZENworks Reporting Server Reports

ZENworks Reporting Server provides a Web interface called ZENworks Reporting Server InfoView that provides a broad range of useful business information to your company, including Web Intelligence documents, spreadsheets, and other documents. With ZENworks Reporting Server, you can access the information and organize it according to your requirements.

By using ZENworks Reporting Server InfoView, you can:

- ◆ Create report definitions for Bundles, Policies, Discovered Devices, Inventory, Asset Management, Patch Management, and ZENworks System messages.
- ◆ Schedule reports.
- ◆ Maintain the history of reports.
- ◆ Export reports in various formats such as Microsoft Excel, Adobe PDF, BusinessObjects WID.
- ◆ Print reports.
- ◆ Distribute reports through e-mail.
- ◆ Have Discussions on the reports.

In ZENworks Reporting Server InfoView, you can manage predefined reports and custom reports. Predefined reports include report definitions for Bundles, Policies, Discovered Devices, and Patch management that are included with ZENworks Configuration Management.devices, licensing, and messages that are included with ZENworks Asset Management.

1.2 Inventory Reports

ZENworks 11SP2 allows you to take an inventory of all the devices in your Management Zone, including data on hardware, software, and demographics. An inventory scan allows you to collect data from managed devices in your Management Zone. An inventory only scan allows you to scan devices in the zone that don't have the ZENworks Adaptive Agent installed but do have the Inventory Module installed. This type of scan is useful for devices running Windows, NetWare, and Mac OSX.

For more information about Inventory Reports, see the [ZENworks 11 SP2 Asset Inventory Reference](#).

1.3 Web Intelligence Documents

Web Intelligence provides you an easy, interactive, and flexible user interface to build and analyze reports on data over the Web, on secured intranets and extranets. You can create Web Intelligence documents by selecting the ZENworks universe in ZENworks Reporting Server InfoView and building one or more queries to define the document data.

1.4 Universe

Universes are patented Business Objects technology. They act as a semantic layer between the user and a database. A universe is a file that contains the following:

- ♦ SQL structures called objects that map to actual SQL structures in the database, such as columns, tables, and database functions. Objects are grouped into classes. Objects and classes are both visible to Web Intelligence users.
- ♦ A schema of the tables and joins used in the database. Objects are built from the database structures that you include in your schema. The schema is only available to Designer users. It is not visible to Web Intelligence and Desktop Intelligence users.

Web Intelligence users connect to a universe, and run queries against a database. They can perform data analysis and create reports by using the objects in a universe, without seeing, or needing to know anything about, the underlying table schemas in the database.

A universe provides an interface for Web Intelligence users to run queries against a database so as to create reports and perform data analysis.

1.5 Central Configuration Manager

The Central Configuration Manager is a server-management tool on Windows that allows you to start or stop the Server Intelligence Agent.

For more information about the Central Configuration Manager, see the [BusinessObjects Enterprise XI 3.1 SP3 Administrator's Guide](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_admin_en.pdf) (http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_admin_en.pdf).

1.6 Reporting Terminology

Following are the terms associated with the ZENworks Reporting Server reports:

Table 1-1 ZENworks Reporting Terminology

Term	Description
ZENworks Reporting Server InfoView	The main user interface for working with reports through ZENworks Reporting Server. The ZENworks Reporting Server InfoView runs within your Web browser and gives you the ability to view, export, print, and schedule reports.
Universe	A file that contains SQL structures and the schema of the tables and joins used in the database.
Web Intelligence Document	A report that is generated by selecting a universe in ZENworks Reporting Server InfoView and building one or more queries to define the data content of the documents.
Report Definition	A Web Intelligence document containing report information, such as database fields.
Report Instance	A report instance is created when you run a scheduled report. The report instance contains only the data that is available at the time you run the report. The latest report instance contains the most recent data.
Administrator Account	The individual who uses Administrator as the username to log in to the ZENworks Reporting Server.

2 Setting Up System Reporting

Before generating the ZENworks Reporting Server reports, review the information in the following sections:

- ♦ [Section 2.1, “Understanding and Assigning the Reporting Rights,” on page 11](#)
- ♦ [Section 2.2, “Synchronizing Report Folders,” on page 15](#)
- ♦ [Section 2.3, “Changing the Passphrase of the ZENworks Reporting Server,” on page 16](#)
- ♦ [Section 2.4, “Configuring the ZENworks Reporting Server to Export Reports,” on page 16](#)
- ♦ [Section 2.5, “Launching the ZENworks Reporting Server InfoView,” on page 20](#)
- ♦ [Section 2.6, “Setting the ZENworks Reporting Server InfoView Preferences,” on page 20](#)
- ♦ [Section 2.7, “Reporting User Details,” on page 22](#)

2.1 Understanding and Assigning the Reporting Rights

The following sections provide detailed information about the Reporting rights that are available to the ZENworks administrators:

- ♦ [Section 2.1.1, “Understanding the Reporting Rights,” on page 11](#)
- ♦ [Section 2.1.2, “Understanding the Reporting Folders,” on page 12](#)
- ♦ [Section 2.1.3, “Understanding the Predefined Reports,” on page 12](#)
- ♦ [Section 2.1.4, “Assigning Reporting Rights to Administrators,” on page 15](#)

2.1.1 Understanding the Reporting Rights

The ZENworks super administrator can assign the Execute/Publish Reports or the Create/Delete Reports rights for a folder or a Web Intelligence document to other administrators.

For an administrator, if a particular right is assigned to a folder, all the subfolders or reports contained within that folder have the same right, unless specific rights are assigned to them. If no rights are explicitly assigned to an administrator, the administrator can only view the list of all the reports.

- ♦ **Execute/Publish Report Right:** Allows the administrator to schedule reports and manage historical report instances. This right does not allow administrators to create or delete reports or folders within the folder on which the right is conferred. However, the administrator can copy the reports from one folder to another if the administrator has the Create/Delete Reports right on the destination folder.
- ♦ **Create/Delete Report Right:** Includes the Execute/Publish Report right. It allows the administrators to create, modify, or delete Web Intelligence documents and folders contained within the folder on which the right is conferred.

For more information about how to assign reporting rights, see [Section 2.1.4, “Assigning Reporting Rights to Administrators,”](#) on page 15.

2.1.2 Understanding the Reporting Folders

ZENworks Reporting contains personal as well as shared folders to create and organize reports. The reports created in the personal folder are personal to the administrator and are not shared or visible to other administrators. Only the reports that are created in the shared folder are accessible to the other administrators.

The following report folders are available on the ZENworks Reporting Server:

- ♦ **Favorites Folder:** The Favorites folder is the administrator’s personal folder. This folder is available to the administrator who has the Create/Delete Report right or the Execute/Publish Report right. Administrators can save their reports in this folder only if they have the Create/Delete Report right. This folder cannot be viewed by other administrators on the server.

Administrators who have the Create/Delete right on a Favorites folder can also save the customized InfoView Page Layouts in to the Favorites folder. For more information on customizing the InfoView Page Layouts, see the [BusinessObjects Enterprise XI 3.1 SP3 InfoView User’s Guide](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf) (http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf).

- ♦ **Novell ZENworks Report Folder:** This is a shared folder that can be accessed by all the ZENworks administrators on the ZENworks Reporting Server. This folder contains the Custom Reports and the Predefined Reports subfolders.

- ♦ **Predefined Reports Folder:** The Predefined Reports folder contains reports that are bundled with the product. The folder and its contents are accessible by all the administrators on the server. The administrators can schedule, view, and manage the historical instances of these reports only if they are assigned the Execute/Publish Report right. However, the administrators cannot modify, create or delete these reports.

If you assign Create/Delete rights to the Predefined Report folder, this applies only the Execute/Publish rights to the folder.

For report definitions of each of the reports in the Predefined Reports folder, see [Section 2.1.3, “Understanding the Predefined Reports,”](#) on page 12.

- ♦ **Custom Reports Folder:** Administrators who have the Create/Delete Report right can create subfolders or reports within the Custom Reports folder and share it with other ZENworks administrators based on their reporting rights.

2.1.3 Understanding the Predefined Reports

The `Predefined Reports` folder includes predefined reports for Bundles, Policies, Patch Management, Discovered Devices and Asset Management.

The `ZENworks Standard Templates` folder contains the A4-Landscape, A4-Portrait, Letter-Landscape, and Letter-Portrait formats. You can generate the customized reports in these formats. For more information on using the templates, see [“Creating Reports by Using ZENworks Standard Templates”](#) on page 14.

For more information on the report definitions for each of the predefined reports, see the following table:

Table 2-1 *Predefined Reports*

Predefined Reports	Description
Asset Management	See “ Viewing a Predefined Report ” in the ZENworks 11 SP2 Asset Management Reference .
Bundles and Policies	See “ Viewing the Predefined Reports ” in the ZENworks 11 SP2 Software Distribution Reference and “ Viewing the Predefined Reports ” in the ZENworks 11 SP2 Configuration Policies Reference .
Discovered Devices	See “ Viewing the Predefined Reports in the ” ZENworks 11 SP2 Discovery, Deployment, and Retirement Reference .
Patch Management	See the ZENworks 11 SP2 Patch Management Reference .
ZENworks Systems	<p>This folder contains the Device Listing, Non-Compliant Devices, ZENworks License Information, ZENworks Messages, and ZENworks Server Statistics reports.</p> <p>For more information on the Device Listing and Non-Compliant Devices reports, see “Viewing the Predefined Reports” in the ZENworks 11 SP2 Discovery, Deployment, and Retirement Reference.</p> <p>For more information on ZENworks License Information report, see “ZENworks 11 Product Licensing” in the ZENworks 11 SP2 System Administration Referencethe ZENworks 11 SP2 Product Licensing Reference.</p> <p>For more information on ZENworks Messages report, see “Message Logging” in the ZENworks 11 SP2 System Administration Reference“Using Message Logging” in the ZENworks 11 SP2 ZENworks Control Center Reference.</p> <p>For more information on ZENworks Server Statistics report, see “ZENworks Server” in the ZENworks 11 SP2 System Administration Reference“ZENworks Server” in the ZENworks 11 SP2 Primary Server and Satellite Reference.</p>

Table 2-2 *Predefined Reports*

Predefined Reports	Description
Asset Management	See the ZENworks 11 SP2 Asset Management Reference .
Discovered Devices	See “ Viewing the Predefined Reports ” in the ZENworks 11 SP2 Discovery, Deployment, and Retirement Reference .

Predefined Reports	Description
ZENworks Systems	<p>This folder contains the Device Listing, Non-Compliant Devices, ZENworks License Information, ZENworks Messages, and ZENworks Server Statistics reports.</p> <p>For more information on Device Listing and Non-Compliant Devices reports, see “Viewing the Predefined Reports” in the <i>ZENworks 11 SP2 Discovery, Deployment, and Retirement Reference</i>.</p> <p>For more information on ZENworks License Information report, see “ZENworks 11 Product Licensing” in the <i>ZENworks 11 SP2 Product Licensing Reference</i>.</p> <p>For more information on ZENworks Messages report, see “Message Logging” in the <i>ZENworks 11 SP2 System Administration Reference</i> “Using Message Logging” in the <i>ZENworks 11 SP2 ZENworks Control Center Reference</i>.</p> <p>For more information on ZENworks Server Statistics report, see “ZENworks Server” in the <i>ZENworks 11 SP2 System Administration Reference</i> “ZENworks Server” in the <i>ZENworks 11 SP2 Primary Server and Satellite Reference</i>.</p>

Creating Reports by Using ZENworks Standard Templates

To use the templates in the ZENworks Standard Templates folder, ensure to set the *Select a default creation/editing tool* option in the *Web Intelligence* preference to *Advanced*. For more information on how to set preferences, see [Section 2.6, “Setting the ZENworks Reporting Server InfoView Preferences,”](#) on page 20.

To use a template to create a report:

- 1 In ZENworks Control Center, click the *Reports* tab.
- 2 In the ZENworks Reporting Server panel, click *ZENworks Reporting Server InfoView* to launch the ZENworks Reporting Server InfoView.
- 3 Navigate to *Novell ZENworks Reports > Predefined Reports > ZENworks Standard Templates*, select the desired template, then click *Organize > Copy* to copy the template.
- 4 Paste the template to a customized report folder that has Write permission.
- 5 In the customized report folder, select the template, then click *Actions > Properties* to edit the title of the template, specify a name for your new report, then click *OK*.
- 6 Select the template, then click *Actions > Modify*.
- 7 Click *Edit Query* on the toolbar.
- 8 Delete any objects that are in the *Results Objects* pane.
- 9 Drag the objects from the ZENworks universe to the *Results Objects* pane to create the report.
- 10 Click *Run Query*.
- 11 Click the *Data* tab in the left pane, and drag the objects from the Data panel to the report in the right pane.
- 12 Save the report.

2.1.4 Assigning Reporting Rights to Administrators

By default, a super administrator has the Execute/Publish Report right on the Predefined Reports folder and the Create/Delete Report right on the Custom Reports and the Favorites folders. A super administrator cannot change or override these rights.

Any other administrator must be assigned specific rights on the Predefined Reports, Custom Reports, and Favorites folders.

These reporting rights can also be specified within a role that can be assigned to the administrators. For more information on roles, see [“Managing Administrator Roles”](#) in the *ZENworks 11 SP2 ZENworks Control Center Reference*.

To assign reporting rights to the administrators:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Administrators panel, select the administrator to whom you want to assign reporting rights.
- 3 In the Assigned Rights panel, click *Add*, then select *Reporting Rights* to display the Reporting Rights dialog box.
- 4 Click *Add* to browse for and select the folders or reports to which you want to assign the reporting rights for the administrator.

The rights that you assign to the Reports folder are also automatically applied to the Favorites, Custom Reports, and Predefined Reports folders. You cannot assign rights individually to the contents of the Predefined Reports and the Favorites folders.

- 5 Select the reporting rights you want to assign.

You can allow or deny the Create/Delete Report right and Execute/Publish Report right on reports to the administrator.

- 6 Click *OK*.

2.2 Synchronizing Report Folders

The report folders and Web Intelligence documents created in the ZENworks Reporting Server InfoView must be synchronized with ZENworks Configuration Management in order to enable the ZENworks super administrator to grant reporting rights to other administrators on the folders and Web Intelligence documents. The ZENworks Reporting Server InfoView sets this synchronization interval. You can also set this synchronization manually.

To manually set the synchronization interval, do the following:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *Folder Sync Schedule* to display the Folder Sync Schedule page.
- 4 Specify the refresh interval when the Custom Report folders that are created in the ZENworks Reporting Server InfoView must synchronize with the ZENworks Control Center. By default, the refresh interval is five minutes.
- 5 Click *OK* to save the changes.

You can also use the `zman` command line utility to synchronize report folders. For more information, see [“Report Commands”](#) in the *ZENworks 11 SP2 Command Line Utilities Reference*.

IMPORTANT: In ZENworks Reporting Server, if a folder has both a subfolder and a report file with the same name, then only the object that is created first is synchronized with ZENworks 11SP2. Therefore, it is recommended that you do not create a report and a report folder with the same name.

2.3 Changing the Passphrase of the ZENworks Reporting Server

When you launch ZENworks Reporting Server InfoView through the ZENworks Control Center, the ZENworks Primary Server automatically authenticates to the ZENworks Reporting Server by using a passphrase and launches the ZENworks Reporting Server InfoView. This passphrase is automatically generated and set during ZENworks Reporting Server installation. The super administrator can change this passphrase to a new randomized value.

To change the passphrase:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *Reset the Passphrase of the ZENworks Reporting Server* to display the Reset the Passphrase of the ZENworks Reporting Server page.
- 4 Select the *Yes* option to change the passphrase, then click *Apply*.

2.4 Configuring the ZENworks Reporting Server to Export Reports

You can configure ZENworks Reporting Server to export reports by e-mail, by setting up file locations or an FTP server at the destination.

NOTE: To schedule reports to an FTP location, ensure that you configure the ZENworks Reporting Server to the FTP server using a passive FTP connection on the appliance.

Review the following sections to understand the different ways in which you can export the reports:

- ♦ [Section 2.4.1, “Configuring the ZENworks Reporting Server to Send E-Mail Notifications to the ZENworks Administrator,” on page 17](#)
- ♦ [Section 2.4.2, “Configuring the ZENworks Reporting Server to Set Up Destination File Locations,” on page 19](#)
- ♦ [Section 2.4.3, “Configuring the ZENworks Reporting Server to Set Up the Destination FTP Server,” on page 19](#)

2.4.1 Configuring the ZENworks Reporting Server to Send E-Mail Notifications to the ZENworks Administrator

You can distribute reports created in ZENworks Reporting Server InfoView by automatically including them in an e-mail.


To configure ZENworks Reporting Server to send e-mail notifications to the ZENworks administrator:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *E-mail Notification Settings* to display the E-mail Notification Settings page.
- 4 Fill in the following fields:


From: Specify the sender's e-mail address.

To: Specify the e-mail address of the recipients to whom you want to send the report. You can specify more than one e-mail address by separating them with commas.

CC: Specify the e-mail address of the recipients to whom you want to send a carbon copy of the report. You can specify more than one e-mail address by separating them with commas.


Subject: Specify the subject of the e-mail. You can also use predefined macros for the subject. You can also use the predefined macros for the subject. Click , then select the variable you want to use. The following table describes various variables and their respective macros:

Variable	Macro as Displayed in the Subject Field	Description
Title	%SI_NAME%	Name of the report.
ID	%SI_ID%	Report ID.
Owner	%SI_OWNER%	Name of the report owner.
Date/Time	%SI_STARTTIME%	Date and time when the report is scheduled.
User Full Name	%SI_USERFULLNAME%	Name of the administrator who schedules and sends the report.
E-mail Address	%SI_EMAIL_ADDRESS%	E-mail address of the administrator who schedules and sends the report.

Message: Specify the message to be sent. You can also use the predefined macros to send the message. Click , then select the variable you want to use. The following table describes various variables and their respective macros:

Variable	Macro as Displayed in the Subject Field	Description
Title	%SI_NAME%	Name of the report.
ID	%SI_ID%	Report ID.
Owner	%SI_OWNER%	Name of the report owner.
Date/Time	%SI_STARTTIME%	Date and time when the report is scheduled.
User Full Name	%SI_USERFULLNAME%	Name of the administrator who schedules and sends the report.
E-mail Address	%SI_EMAIL_ADDRESS%	E-mail address of the administrator who schedules and sends the report.
Viewer Hyperlink	%SI_VIEWER_URL%	The URL for the viewer in which you want the E-mail recipient to view the report.

Attach Report Instance to E-mail Message: Select this option, and configure the following settings if you want to attach an instance of the report to the e-mail:

- ♦ **Use the Default Filename (Randomly Generated):** Select this option if you want a default name to be assigned to the report instance. By default, this option is selected.
- ♦ **Specify a Filename:** Select this option, then specify a name for the report instance. You can also use predefined macros to create the filename. You can also use predefined macros to create the filename. Click , then select the variable you want to use. The following table describes various variables and their respective macros:

Variable	Macro as Displayed in the Subject Field	Description
Title	%SI_NAME%	Adds the name of the report to the filename.
ID	%SI_ID%	Adds the report ID to the filename.
Owner	%SI_OWNER%	Adds the name of the report owner to the filename.
Date/Time	%SI_STARTTIME%	Adds the date and time when the report is scheduled to the filename.
User Full Name	%SI_USERFULLNAME%	Adds the name of the administrator who schedules and sends the report.
E-mail Address	%SI_EMAIL_ADDRESS%	Adds the E-mail address of the administrator who schedules and sends the report, to the filename.
File Extension	%EXT%	.Adds the .ext extension to the filename.

- ♦ **Add File Extension:** Select this option if you want the file extension to be added to the name of the report instance.

5 Click *OK* to save the changes.

2.4.2 Configuring the ZENworks Reporting Server to Set Up Destination File Locations

You can specify the destination directory for the report instances on ZENworks Reporting Server or on any other remote server.

To configure ZENworks Reporting Server to specify the file locations:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *File Location Notification Settings* to display the File Location Notification Settings page.
- 4 Fill in the following fields:
 - Directory:** Specify the path to the directory on the destination device to save the report instance.
 - Filename:** You can either select a default name or specify a name for the report instance.
 - Use the Default Filename (Randomly Generated):** Select this option to assign a default name to the report instance. By default, this option is selected.
 - Specify a Filename:** Select this option, then specify a name for the report instance.
 - ♦ **Add File Extension:** Select this option to add a file extension to the name of the report instance.
 - Username:** Specify the username who has the permission to write files to the destination directory.
 - Password:** Specify the password for the username you provided.

2.4.3 Configuring the ZENworks Reporting Server to Set Up the Destination FTP Server

You can specify the destination on the FTP server where you want to transfer the reporting instances.

To configure ZENworks Reporting Server to specify the location:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *FTP Server Notification Settings* to display the FTP Server Notification Settings page.
- 4 Fill in the following fields:
 - Host:** Specify the hostname of the FTP server where you want to transfer the reporting instances.
 - Port:** Specify the port on which the FTP server is running. The default port is 21.
 - Username:** Specify the username that has permission to write the report instances to the FTP server.
 - Password:** Specify the password for the username you provided.
 - Account:** Specify the FTP account information that is part of the standard FTP protocol. Provide this information only if your FTP server requires it.
 - Directory:** Specify the path for the directory on the FTP server where you want to save the report instance.
 - Filename:** You can either select a default name or specify a name for the report instance.

Automatically Generated: Select this option to assign a default name to the report instance. By default, this option is selected.

Specify a Filename: Select this option, then specify a name for the report instance.

- ♦ **Add File Extension:** Select this option to add a file extension to the name of the report instance.

2.5 Launching the ZENworks Reporting Server InfoView

You can launch ZENworks Reporting Server InfoView only through ZENworks Control Center. An administrator who has logged in to the ZENworks Control Center is automatically logged in to the ZENworks Reporting Server.

To launch the ZENworks Reporting Server InfoView from ZENworks Control Center:

- 1 In ZENworks Control Center, click the *Reports* tab.
- 2 In the ZENworks Reporting Server Reporting panel, click *ZENworks Reporting Server InfoView*

The ZENworks Reporting Server InfoView page is displayed with initial view as *Novell ZENworks Reports Folder*.

NOTE: To change the preferences of the initial view, set the preferences in the Preferences page of the ZENworks Reporting Server InfoView. For more information, see [Section 2.6, “Setting the ZENworks Reporting Server InfoView Preferences,” on page 20](#).

The ZENworks Reporting Server InfoView might not be launched if:

- ♦ The DNS name of the server with BusinessObjects Enterprise XI installed is not correctly resolved. For more information on how to resolve this, see [Unable to launch the ZENworks Reporting Server InfoView in Chapter 4, “Troubleshooting System Reporting,” on page 29](#).
- ♦ BusinessObjects Enterprise XI is installed on a ZENworks Server that uses NAT. For more information on how to resolve this, see [The ZENworks Reporting Server InfoView might not be launched if BusinessObjects Enterprise XI is installed on a ZENworks Server that uses NAT in Chapter 4, “Troubleshooting System Reporting,” on page 29](#).

For more information about working with the ZENworks Reporting Server InfoView, see the [BusinessObjects Enterprise XI 3.1 SP3 InfoView User’s Guide \(http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf\)](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf).

2.6 Setting the ZENworks Reporting Server InfoView Preferences

You can set the preferences to personalize the ZENworks Reporting Server InfoView. You can set preferences for general viewing and for the formats for the Web Intelligence documents in the ZENworks Reporting Server InfoView. For more information about the Web Intelligence preferences, see the [BusinessObjects Enterprise XI 3.1 SP3 InfoView User’s Guide \(http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf\)](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf).

NOTE: The Change Password preference is not supported in ZENworks 11SP2.

Some of the preferences are set by default during ZENworks Reporting Server installation. However, you can change these preference settings to suit your requirements. You should set your preferences before you begin to work with objects in the ZENworks Reporting Server InfoView.

The following table lists the preferences that are selected by default on the Preferences page in the ZENworks Reporting Server InfoView during the ZENworks Reporting Server installation:

Table 2-3 Preferences and their default settings

Preference	Options	Default Settings/Values
General	InfoView Start Page	Novell ZENworks Reports folder
	Document Navigation View	Folder
	Set the number of objects (max.) per page	10
	Document List Display	<ul style="list-style-type: none"> ◆ Description ◆ Owner ◆ Date ◆ Instance count
	Document Viewing	In the InfoView portal
	Product Locale	The locale that you have used to launch the ZENworks Control Center
	Current Time Zone	Local to Web Server
	Preferred Viewing Locale	The locale that you have used to launch the ZENworks Control Center
Web Intelligence	Select a default view format	Interactive
	When viewing a document	Use my preferred viewing locale to format the data
	Select a default creation/editing tool	Interactive
		NOTE: The <i>Desktop (Web Intelligence Rich Client required)</i> option is not supported.
	Select a default Universe	ZENworks
	Drill Options	By default, no option is selected.
	Start drill session	On existing report
	Select a priority for saving to MS Excel	Prioritize easy data processing in Excel

ZENworks Reporting Server InfoView has been customized according to Novell specifications. ZENworks 11SP2 overrides a few of these custom settings. When you set the preferences in the ZENworks Reporting Server InfoView, it persists only for the currently logged in session. However, when you open a new session of the ZENworks Reporting Server InfoView, ZENworks 11SP2 Management overrides a few of these custom settings. The default values that were set to the preferences during the installation of ZENworks Reporting Server are applied to the preferences.

ZENworks 11SP2 overrides the settings for the following preferences:

- ◆ My interface locale
- ◆ For each document, show me...(all options)
- ◆ My default navigation view is...

- ◆ When I close my browser window
- ◆ On my desktop
- ◆ Product Locale
- ◆ Preferred Viewing Locale

2.7 Reporting User Details

You can use the User Details report to report additional user information such as the user's telephone number and e-mail address from a ZENworks user source. (ZENworks user sources are LDAP directories such as Microsoft Active Directory or Novell eDirectory). You must identify and connect to the LDAP directory that you want to use as your authoritative user source. If necessary, you can also connect to multiple directories. You can configure the LDAP user sources in *ZENworks Control Center > Configuration > User Sources*. For more information on how to create LDAP user sources, see *"Adding User Sources"* in the *ZENworks 11 SP2 User Source and Authentication Reference*.

NOTE: When you add a new user source or a new context to an existing user source in ZENworks Control Center, you must restart the ZENworks Reporting Server services.

- ◆ ["Using Report Linking" on page 22](#)
- ◆ ["Using the LDAP UID to Link a ZENworks Report to the User Details Report" on page 22](#)

Using Report Linking

While reporting on ZENworks functional tasks such as bundles and policies that are assigned to users, user groups, or user folders, it might be necessary to gather additional user information such as the user's telephone numbers and e-mail addresses. In such cases, you can obtain the required additional information by using report linking. To do this, you use the ZENworks Reporting Server InfoView to assign a hyperlink to a field to link to the required additional information in another report or on an external Web page. For more information on report linking, see [BusinessObjects documentation \(http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf\)](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf).

Using the LDAP UID to Link a ZENworks Report to the User Details Report

The User Details report provides the following predefined filters for report data:

- ◆ **User ID:** Filters users based on their user IDs. The User ID is the short name of the user that is typically used as a username to log in.
- ◆ **User Group:** Filters users based on the group they belong to.
- ◆ **User Folder:** Filters users based on the folder the user resides in. This folder can be a specific folder in which the user resides, or it can be a root folder.
- ◆ **LDAP UID:** Links the User Details report with the ZENworks report. The LDAP UID is a unique identifier for a specific user, user group, or a user folder and should be used only in the Query Filters pane while creating the report.

NOTE: You can also generate the User Details report separately to report LDAP users, without linking the User Details report with other ZENworks reports. To do this, you should filter the required LDAP users and generate the User Details report. If you generate the report without using any of the filters, the report might not scale when a large LDAP source is queried.

Example of Linking a Bundle Assignment Report with the User Details Report

You can use the LDAP UID field to link users in the Bundles / Policy Assignment custom report with their corresponding details in the User Details report.

- 1 Launch the ZENworks Reporting Server InfoView.
- 2 Navigate to the *Public Folders > Novell ZENworks Reports > Predefined Reports > Bundles and Policies* folder.
- 3 Copy the Bundles and Policies Assigned to Devices report to the Custom Reports folder.
For more information on how to copy and paste objects, see the [BusinessObjects Enterprise XI 3.1 SP3 InfoView User's Guide \(http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf\)](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf).
- 4 In the Custom Reports folder, open the Bundles and Policies Assigned to Devices report, then click *Edit Query*.
- 5 In the ZENworks pane, navigate to *Bundles and Policies > Assignments*.
- 6 Move the Consumer LDAP ID object to the Results Object pane, click *Run Query*, then save the report.
- 7 Right-click in the cell of the column that you want to link with the User Details report, then click *Hyperlink > New* to display the Create Hyperlink dialog box.
- 8 Click *Browse* to display the Choose a document dialog box.
- 9 Select the User Details report that you want to link with, then click *OK*.
- 10 In the Select Prompts dialog box that is displayed, select the *Enter value(s) for LDAP UID* check box, then click *OK* to return to the Create Hyperlink dialog box.
- 11 In the *Document Prompts* group, click the *Enter value(s) for LD* drop-down list, then select *Select Object*. The Select variable dialog box is displayed.
- 12 In the *Available Objects* list, select *Consumer LDAP ID*, then click *OK* to return to the Create Hyperlink dialog box.
- 13 Click *Apply*, then click *OK*.

3 Creating and Managing Reports

You can use ZENworks 11SP2 to create report definitions and manage the reports.

- ♦ Section 3.1, “Creating Custom Report Definitions,” on page 25
- ♦ Section 3.2, “Managing Reports,” on page 25
- ♦ Section 3.3, “Managing Report Discussions,” on page 28

For detailed information about creating the ZENworks Reporting Server reports, see the [BusinessObjects Enterprise XI 3.1 SP3 InfoView User’s Guide](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf) (http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf).

3.1 Creating Custom Report Definitions

- 1 In the ZENworks Control Center, click *Reports*.
- 2 In the ZENworks Reporting Server Reporting panel, click *ZENworks Reporting Server InfoView* to launch the ZENworks Reporting Server InfoView.
- 3 In the ZENworks Reporting Server InfoView panel, click *New > Web Intelligence Document*.

NOTE: The *Desktop Intelligence Document*, *Analytic*, and *Corporate Dashboard* options are not supported.

- 4 In the Universe pane, click the universe, then navigate to the universe object on which you want to create a report, and drag the object to the right pane.
- 5 Click *Run Query*.
- 6 Save the report.

You can also download few additional reports from [ZENworks Reporting Server - Custom Report Library](http://www.novell.com/communities/cool solutions/zrslibrary) (<http://www.novell.com/communities/cool solutions/zrslibrary>) and use them in your ZENworks environment.

3.2 Managing Reports

- ♦ Section 3.2.1, “Report Tasks,” on page 25
- ♦ Section 3.2.2, “Scheduling Reports to a Shared Network Drive on a Linux Device,” on page 27

3.2.1 Report Tasks

You can modify, schedule, or delete reports. You can also view the previous instance or the latest instance of the reports.

- 1 In the ZENworks Control Center, click *Reports*.

- 2 In the ZENworks Reporting Server Reporting panel, click *ZENworks Reporting Server InfoView* to launch the ZENworks Reporting Server InfoView.
- 3 View or modify the reports as necessary.

Refer to the following table to understand the tasks that you can perform on a report:

Task	In ZENworks Reporting Server InfoView	By using command line	Additional Details
Viewing the previous report instances	Click <i>Actions > History</i> .	<code>"report-list-history (rplh) [options] (report name) (report folder) (report type) "</code>	Lists the report instances you can view.
Viewing the latest instance of a report	Click <i>Actions > View Latest Instance</i> .	Not available	The latest instance is the one most recently created.
Deleting a report or report instance	Click <i>Actions > Delete</i> .	<ul style="list-style-type: none"> ◆ <code>"report-delete-definition (rpdd) (report name) (report folder) (report type) "</code> ◆ <code>"report-delete-definition-by-id (rpddbi) (report ID) "</code> ◆ <code>"report-delete-from-history (rpdfh) (report name) (report folder) (report type) [options] "</code> ◆ <code>"report-delete-from-history-by-instance (rpdfhbi) (report instance ID) "</code> 	Only the Administrator account can delete the report instances in the Predefined Reports folder.
Modifying a report	Click <i>Actions > Modify</i> .	Not available	You can modify the report template, queries, and layout.
Scheduling a report	Click <i>Actions > Schedule</i> .	<code>"report-schedule (rps) (report name) (report folder) (report type) (report destination) "</code>	You can schedule a report to automatically run at a certain time.
Importing a single report	Not available	<code>"report-deploy (rpd) (file path) (destination folder) [report type] "</code>	You can import a single report to the ZENworks Reporting Server
Importing all custom reports	Not available	<code>"report-load (rpld) (source folder) "</code>	Imports all the reports, reporting rights, and ownership details from the specified folder to the Custom Reports folder.

Task	In ZENworks Reporting Server InfoView	By using command line	Additional Details
Exporting a single report or a report instance	Not available	" report-generate-now (rpgn) (report name) (report folder) (report type) (format type) (report destination) [options] "	You can export the report to a file. The report type should be set as WID to export report definitions.
Exporting all custom reports	Not available	" report-save (rpsv) (destination folder) "	You can export the reports, reporting rights, and the ownership details from the local ZENworks Reporting Server to the specified folder. The report type should be set as WID to export report definitions.

For more information on how to use the zman command line utility, see "[Report Commands](#)" in the [ZENworks 11 SP2 Command Line Utilities Reference](#).

3.2.2 Scheduling Reports to a Shared Network Drive on a Linux Device

- 1 Install the `rsh-server` package on the server and enable the `rexec` service.

NOTE: Verify that the `rsh-server` is installed by using the following command:

```
rpm -qa | grep rsh-server
```

(Conditional) If the `rsh-server` is installed, the command returns the following output: `rsh-server-<version number>`. Go to step [Step 1c](#).

1a Download the RPM into the `/tmp` directory on the Linux device.

1b Install the RPM.

1c Edit the value of the following configuration file from YES to NO.

```
/etc/xinetd.d/rexec with DISABLE = NO
```

1d (Conditional) If the `/etc/securetty` file exists, add `rexec` as an entry in the file.

1e Restart the `xinetd` service by using the `/sbin/service xinetd restart` command.

To check if the service is enabled, run the following commands:

- ♦ `chkconfig --list | grep rexec`

If the service is enabled, `rexec` is displayed when you run this command.

- ♦ `netstat -anp | grep 512`

This command indicates whether the `rexec` service default port (512) is open and listening. If the port is not open and not listening, you need to restart your machine to successfully enable the service.

- 2 Mount the network drive locally on the Linux server.
- 3 On the File Location Notification Settings page in ZENworks Control Center, specify the mounted location as the *Directory* value.

4 Configure the root user details.

You can now schedule a report to a shared network drive.

3.3 Managing Report Discussions

The Discussions panel in the ZENworks Reporting Server InfoView is a channel for discussion among all the administrators. This panel is enabled for users who have the Execute/Publish Report right.

To open the Discussions panel, click the arrow at the bottom right corner of the window. For more information on managing discussions, see the *BusinessObjects Enterprise XI 3.1 SP3 InfoView User's Guide* (http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf).

4 Troubleshooting System Reporting

The following sections provide solutions to the problems you might encounter while working with ZENworks 11SP2 System Reporting:

- ♦ [Section 4.1, “System Reporting Error Messages,” on page 29](#)
- ♦ [Section 4.2, “System Reporting Troubleshooting Strategies,” on page 31](#)

To troubleshoot other problems that you might encounter while working with ZENworks Reporting Server, see the *BusinessObjects XI Release 2 Error Message Guide* (http://support.businessobjects.com/documentation/product_guides/default.asp).

4.1 System Reporting Error Messages

This section contains detailed explanations of the error messages you might encounter using System Reporting.

- ♦ [“An error has occurred: Batch state is unknown” on page 29](#)
- ♦ [“30270: An internal error occurred while calling the 'processDPCommands' API. \(Error: WIS 30270\) BOException caught:RESULT=80004005;WHAT=RefreshBatch failed” on page 29](#)
- ♦ [“There are no ZENworks Reporting Servers configured in the Management Zone” on page 30](#)
- ♦ [“You do not have the rights to save in this folder or edit categories. If you require these rights, see your BusinessObjects administrator” on page 30](#)
- ♦ [“Unable to reconnect to the CMS <server-name>:6400. The session has been logged off or has expired. \(FWM 01002\)” on page 30](#)
- ♦ [“Cannot initialize Report Engine server. \(Error: RWI 00226\) \(Error: INF\)” on page 31](#)

An error has occurred: Batch state is unknown

Source: ZENworks 11SP2; System Reporting.

Explanation: In the ZENworks Reporting Server InfoView, you might encounter this error if you access the parent reporting folder after generating the reports.

Action: After generating the reports, log out of ZENworks Reporting Server and log in again to the ZENworks Reporting Server InfoView.

30270: An internal error occurred while calling the 'processDPCommands' API. (Error: WIS 30270) BOException caught:RESULT=80004005;WHAT=RefreshBatch failed

Source: ZENworks 11SP2; System Reporting.

Explanation: If you schedule a Predefined report or a Web Intelligence report published by using the `report-deploy` command, you might encounter this error.

Possible Cause: The `report-deploy` command publishes *.wid files into the BusinessObjects File repository, opens the document, refreshes it, then saves it again. If it fails to refresh for reasons such as the database connectivity timing out, it leaves the document in a invalid state. The report is deployed to ZENworks Reporting Server but fails when it is scheduled.

Action: Do the following.

- 1 Open the report that you want to schedule in the ZENworks Reporting Server InfoView.
- 2 Click *Refresh Data*.
- 3 Save the report.
- 4 Schedule the report. For more information on how to schedule a report, see [Chapter 3, "Creating and Managing Reports,"](#) on page 25.

There are no ZENworks Reporting Servers configured in the Management Zone

Source: ZENworks 11SP2; System Reporting.

Explanation: In a management zone, if the Primary Server is a SLES 10 64-bit device, and ZENworks Reporting is installed on a Windows Secondary ZENworks Server, then you might encounter this error when you try to launch Reporting from the Secondary Server. The Reporting options might be disabled in the *Reporting* tab of ZENworks Control Center.

Possible Cause: The ZENworks 11SP2 post-installation tasks have not been successfully completed on the Secondary Server.

Action: Launch Reporting from the SLES 10 Primary Server.

You do not have the rights to save in this folder or edit categories. If you require these rights, see your BusinessObjects administrator

Source: ZENworks 11SP2; System Reporting.

Explanation: You might encounter this error when you try to save a template to My InfoView in the ZENworks Reporting Server InfoView.

Possible Cause: You do not have rights to save reports or data to the My Favorites folder.

Action: Get Create/Delete Report rights for the Favorites folder from the Administrator.

Unable to reconnect to the CMS <server-name>:6400. The session has been logged off or has expired. (FWM 01002)

Source: ZENworks 11SP2; System Reporting.

Explanation: You might encounter this error if the ZENworks Reporting Server InfoView session has expired, and you are trying to launch it again.

Action: Do the following:

- 1 Delete the cookies from your browser.
- 2 Close all browser instances.
- 3 Log in to the ZENworks Control Center, and launch the ZENworks Reporting Server InfoView.

Cannot initialize Report Engine server. (Error: RWI 00226) (Error: INF)

Source: ZENworks 11SP2; System Reporting

Possible Cause: This problem might occur if the Report Engine Server is not running, and you are trying to create or access the reports.

Action: On Windows, do the following:

- 1 From the desktop *Start* menu, click *Programs > ZENworks Reporting Server > ZENworks Reporting Server > Central Configuration Manager > Server Intelligence Agent* to display the Central Configuration Manager window.
- 2 Click *Restart*.
- 3 Wait 2 to 3 minutes for the services to restart.
- 4 Launch the ZENworks Reporting Server InfoView.

On Linux, do the following:

- 1 Stop the BusinessObjects Enterprise services by running the following command as a root user:

```
/etc/init.d/BobjEnterprise120 stop
```
- 2 Wait 2 to 3 minutes for all the services to stop.
- 3 Start the BusinessObjects Enterprise services by running the following command as a root user:

```
/etc/init.d/BobjEnterprise120 start
```
- 4 Wait 2 to 3 minutes for all the services to start.
- 5 (Conditional) If the issue still persists, restart the server.

4.2 System Reporting Troubleshooting Strategies

This section provides solutions to problems you might encounter when using ZENworks 11SP2 System Reporting.

- ♦ [“Unable to launch the ZENworks Reporting Server InfoView” on page 32](#)
- ♦ [“If you launch ZENworks Reporting Server InfoView in Internet Explorer, the ZENworks Reporting Server InfoView hangs while opening a Web Intelligence document” on page 33](#)
- ♦ [“If you launch the ZENworks Reporting Server InfoView by using Mozilla Firefox, the report might not generate the correct data if you change its attributes” on page 33](#)
- ♦ [“Reporting rights might not correctly work if you launch ZENworks Control Center from a locale other than English” on page 33](#)
- ♦ [“Unable to send reports as an e-mail by using ZENworks Reporting Server InfoView if Reporting Server is installed on SLES 10 server” on page 33](#)
- ♦ [“Unable to send reports to a file location by using ZENworks Reporting Server InfoView if ZENworks Reporting Server is installed on SLES 10 server” on page 34](#)
- ♦ [“Unable to create a new Web Intelligence document in the ZENworks Reporting Server InfoView” on page 34](#)
- ♦ [“Reports data displays #incompatible when the user creates a report by using Query HTML” on page 34](#)
- ♦ [“Unable to schedule reports to a file location on a Linux device” on page 35](#)

- ♦ “The ZENworks Reporting Server InfoView link is disabled in ZENworks Control Center when connected through a ZENworks Primary Server on which the ZENworks Reporting Server is not installed” on page 35
- ♦ “Unable to log into the ZENworks Reporting Server InfoView from the ZENworks Reporting Server login console when the ZENworks Reporting Server InfoView session times out” on page 35
- ♦ “Unable to launch the SQL Viewer while creating a new Web Intelligence document in the ZENworks Reporting Server InfoView if the ZENworks Control Center is launched in French or Chinese locales” on page 36
- ♦ “The ZENworks Reporting Server InfoView might not be launched if BusinessObjects Enterprise XI is installed on a ZENworks Server that uses NAT” on page 36
- ♦ “If ZENworks Reporting Server is installed on a Linux Primary Server, all the predefined reports always display the Greenwich Mean Time stamp” on page 36
- ♦ “Generating bundle reports might fail if ZENworks Reporting Server is installed on a ZENworks Server that is connected to an external Sybase database” on page 36
- ♦ “If you launch the ZENworks Reporting Server InfoView from a locale other than English, predefined reports might display some invalid characters” on page 37
- ♦ “Unable to set the focus for the ZENworks Reporting Server InfoView in Mozilla Firefox” on page 38
- ♦ “Reports data are not displayed when you create a custom report by using Advanced (Java 2 required)” on page 38
- ♦ “Unable to run a Report” on page 39
- ♦ “ZENworks Reporting Server displays an error when ZENworks is configured with an Oracle RAC database” on page 40
- ♦ “ZENworks Reporting Server displays duplicate rows when a report is run” on page 40

Unable to launch the ZENworks Reporting Server InfoView

Source: ZENworks 11SP2; System Reporting.

Possible Cause 1: The firewall is turned on for the ZENworks Server that has ZENworks Reporting Server installed.

Action 1: Disable the firewall and relaunch the ZENworks Reporting Server InfoView. For more information, see “[Working With a Firewall](#)” in the *ZENworks 11 SP2 Reporting Server Installation Guide*.

Possible Cause 2: This problem might occur if the Central Management Server failed to start. The following error message is displayed in the %zenworks_home%\logs\zcc.log file:

```
cause:com.crystaldecisions.enterprise.ocaframework.OCAFrameworkException$NotFoundInDirectory: Server <Server_name>:6400 not found or server may be down (FWM 01003)
cause:java.net.ConnectException: Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003) Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003) Connection refused: connect
```

Action 2: Contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

Possible Cause 3: The DNS name of the server with BusinessObjects Enterprise XI installed is not correctly resolved.

Action 1: On the Windows server where ZENworks Control Center is launched, add the appropriate DNS entry in the %Windows_root%\systems32\drivers\etc\hosts file.

If you launch ZENworks Reporting Server InfoView in Internet Explorer, the ZENworks Reporting Server InfoView hangs while opening a Web Intelligence document

Source: ZENworks 11SP2; System Reporting.

Explanation: If you launch ZENworks Reporting Server InfoView in Internet Explorer, the ZENworks Reporting Server InfoView hangs while opening a Web Intelligence document, and displays the following message:

Please wait while the document is being processed.

Action: Add the Reporting Server to the list of trusted sites.

- 1 In Internet Explorer, click *Tools > Internet Options*.
- 2 Click the *Security* tab, click *Trusted Sites*, then click *Sites*.
- 3 Specify the site address of the Reporting Server.
- 4 Click *Add*.
- 5 Click *OK* twice.

If you launch the ZENworks Reporting Server InfoView by using Mozilla Firefox, the report might not generate the correct data if you change its attributes

Source: ZENworks 11SP2; System Reporting

Action: Launch the ZENworks Reporting Server InfoView by using the recommended version of Internet Explorer, change the attributes as desired, then generate the report. For more information about the recommended version of Internet Explorer, see "[Administration Browser Requirements](#)" in the *ZENworks 11 SP2 Server Installation Guide*.

Reporting rights might not correctly work if you launch ZENworks Control Center from a locale other than English

Source: ZENworks 11SP2; System Reporting

Action: Launch ZENworks Control Center using the English locale.

Unable to send reports as an e-mail by using ZENworks Reporting Server InfoView if Reporting Server is installed on SLES 10 server

Source: ZENworks 11SP2; System Reporting

Explanation: If ZENworks Reporting Server is installed on a SLES 10 server, you might encounter the following error message when you try to send a report as an e-mail by using the ZENworks Reporting Server InfoView (from the Header panel, click *Send > To Email*):

The destination plugin required for this action is disabled. If you require this functionality, please contact your system administrator.

Action: None.

Unable to send reports to a file location by using ZENworks Reporting Server InfoView if ZENworks Reporting Server is installed on SLES 10 server

Source: ZENworks 11SP2; System Reporting

Explanation: If ZENworks Reporting Server is installed on a SLES 10 server, you might encounter the following error message when you try to send a report to a file location by using the ZENworks Reporting Server InfoView (from the Header panel, click *Send > To File Location*):

The destination plugin required for this action is disabled. If you require this functionality, please contact your system administrator.

Action: None.

Unable to create a new Web Intelligence document in the ZENworks Reporting Server InfoView

Source: ZENworks 11SP2; System Reporting

Explanation: In the ZENworks Reporting Server InfoView, you might encounter an error when you click *Run Query* while creating a new Web Intelligence document.

Possible Cause: The report panel preference for the Web Intelligence document is set to Query-HTML.

Action: Change the report panel preference of the Web Intelligence document to Java Report Panel.

- 1 Launch the ZENworks Reporting Server InfoView.
- 2 Click *Preferences*.
- 3 Click the *Web Intelligence Document* tab.
- 4 Select *Java Report Panel*.
- 5 Click *Apply > OK*.

Reports data displays #incompatible when the user creates a report by using Query HTML

Source: ZENworks 11; System Reporting

Possible Cause: The report panel preference for the Web Intelligence document is set to Query-HTML when creating a report.

Action: Do the following to change the report panel preference of the Web Intelligence document to Java Report Panel:

- 1 Launch the ZENworks Reporting Server InfoView.
- 2 Click *Preferences*.
- 3 Click the *Web Intelligence Document* tab.

- 4 Select *Java Report Panel*.
- 5 Click *Apply > OK*.
- 6 Create the report again.

Unable to schedule reports to a file location on a Linux device

Source: ZENworks 11; System Reporting

Explanation: When you try to schedule reports to a file location on a Linux device, the status of the report is displayed as *Failed*. When you click *Failed*, the following error message is displayed:

```
destination directory error. CrystalEnterprise.Disk unmanaged:
```

Possible Cause: The username and password are specified in the *Schedule* panel.

Action: Leave the *Username* and *Password* fields blank while scheduling reports to a file location on a Linux device.

Possible Cause: The ZENworks user on the Linux device does not have permission to write files to the destination file location.

Action: Make sure the ZENworks user on the Linux device has permission to write files to the destination file location.

The ZENworks Reporting Server InfoView link is disabled in ZENworks Control Center when connected through a ZENworks Primary Server on which the ZENworks Reporting Server is not installed

Source: ZENworks 11SP2; System Reporting

Possible Cause: The device is unable to resolve the DNS name of the device in a zone on which the ZENworks Reporting Server is installed.

Action: In the *hosts* file of the device, enter the IP address of the device on which the ZENworks Reporting Server is installed.

The *hosts* file is located in `c:\WINDOWS\system32\drivers\etc\` on Windows, and in `/etc/hosts` on Linux.

Unable to log into the ZENworks Reporting Server InfoView from the ZENworks Reporting Server login console when the ZENworks Reporting Server InfoView session times out

Source: ZENworks 11SP2; System Reporting

Action: Launch the ZENworks Reporting Server InfoView from ZENworks Control Center:

- 1 In ZENworks Control Center, click the *Reports* tab.
- 2 In the ZENworks Reporting Server Reporting panel, click *ZENworks Reporting Server InfoView*.

Unable to launch the SQL Viewer while creating a new Web Intelligence document in the ZENworks Reporting Server InfoView if the ZENworks Control Center is launched in French or Chinese locales

Source: ZENworks 11SP2; System Reporting

Explanation: If the ZENworks Reporting Server InfoView is launched in French or Chinese languages, you might encounter an error when you click *View SQL* on the query toolbar while creating a new Web Intelligence document.

Possible Cause: In the *Web Intelligence* preference, *Select a default creation/editing tool* is set to *Interactive*.

Action: Set the *Select a default creation/editing tool* to *Advanced*:

- 1 Launch the ZENworks Reporting Server InfoView.
- 2 Click *Preferences* on the top right corner of the toolbar to display the Preferences page.
- 3 Click *Web Intelligence*.
- 4 Set the *Select a default creation/editing tool* to *Advanced*.
- 5 Click *OK*.

The ZENworks Reporting Server InfoView might not be launched if BusinessObjects Enterprise XI is installed on a ZENworks Server that uses NAT

Source: ZENworks 11SP2; System Reporting.

Action: On the Windows device where ZENworks Control Center is launched, add the appropriate DNS entry in the `%Windows_root%\systems32\drivers\etc\hosts` file.

If ZENworks Reporting Server is installed on a Linux Primary Server, all the predefined reports always display the Greenwich Mean Time stamp

Source: ZENworks 11SP2; System Reporting

Explanation: If you have installed ZENworks Reporting Server on a Linux Primary Server, all the predefined reports always display the Greenwich Mean Time stamp and not the time according to the time zone of the local device.

Action: None.

Generating bundle reports might fail if ZENworks Reporting Server is installed on a ZENworks Server that is connected to an external Sybase database

Source: ZENworks 11SP2; System Reporting.

Explanation: The following error message is displayed:

```
A database error occurred. The database error text
is: [Sybase] [ODBCDriver] [SQL Anywhere]Run time SQL error -- ***
ERROR *** Assertion failed:
```

```
106105 (10.0.1.3415)Unexpected expression type dfe_PlaceHolder
while compiling. (WIS 10901)"
```

Possible Cause: The external Sybase database version is lower than 10.0.1.3519.

Action: Upgrade the external Sybase database version to 10.0.1.3519 or later.

If you launch the ZENworks Reporting Server InfoView from a locale other than English, predefined reports might display some invalid characters

Source: ZENworks 11SP2; System Reporting.

Action: On Linux, do the following.

- 1 To stop the Novell ZENworks Monitor, Novell ZENworks Server, and Novell ZENworks Loader services, run the following commands:

```
/etc/init.d/novell-zenmtr stop  
/etc/init.d/novell-zenserver stop  
/etc/init.d/novell-zenloader stop
```

- 2 Back up the %ZENWORKS_HOME%/share/tomcat/conf/server.xml file.

- 3 In the server.xml file, search for the "<Connector port="443"" and the "<Connector port="80"" strings, then add the "URIEncoding="UTF-8" string before the /> tag in both strings.

- 4 (Conditional) If you configured a different port while installing ZENworks 11, repeat [Step 3](#).

- 5 To start the Novell ZENworks Monitor, Novell ZENworks Server and Novell ZENworks Loader services, run the following commands:

```
/etc/init.d/novell-zenmtr start  
/etc/init.d/novell-zenserver start  
/etc/init.d/novell-zenloader start
```

- 6 Log in to ZENworks Control Center.

- 7 Click *Reports > ZENworks Reporting Server InfoView*.

Action: On Windows, do the following.

- 1 To stop the Novell ZENworks Monitor, Novell ZENworks Server, and Novell ZENworks Loader services, click *Start > Settings > Control Panel*.

- 2 Double-click *Administrative Tools > Services*.

2a Double-click *Novell ZENworks Monitor*.

2b In the Novell ZENworks Monitor Properties dialog box, click *Stop > OK*.

2c Double-click *Novell ZENworks Server*.

2d In the Novell ZENworks Server Properties dialog box, click *Stop > OK*.

2e Double-click *Novell ZENworks Loader*.

2f In the Novell ZENworks Loader Properties dialog box, click *Stop > OK*.

- 3 Back up the %ZENWORKS_HOME%/share/tomcat/conf/server.xml file.

- 4 In the server.xml file, search for the "<Connector port="443"" and the "<Connector port="80"" strings, then add the "URIEncoding="UTF-8" string before the /> tag in both strings.

- 5 (Conditional) If you configured a different port while installing ZENworks 11, repeat [Step 4](#).
- 6 To start the Novell ZENworks Monitor, Novell ZENworks Server, and Novell ZENworks Loader services, click *Start > Settings > Control Panel*.
- 7 Double-click *Administrative Tools > Services*.
 - 7a Double-click *Novell ZENworks Monitor*.
 - 7b In the Novell ZENworks Monitor Properties dialog box, click *Start > OK*.
 - 7c Double-click *Novell ZENworks Server*.
 - 7d In the Novell ZENworks Server Properties dialog box, click *Start > OK*.
 - 7e Double-click *Novell ZENworks Loader*.
 - 7f In the Novell ZENworks Loader Properties dialog box, click *Start > OK*.
- 8 Log in to ZENworks Control Center.
- 9 Click *Reports > ZENworks Reporting Server InfoView*.

Unable to set the focus for the ZENworks Reporting Server InfoView in Mozilla Firefox

Source: ZENworks 11SP2; System Reporting.

Explanation: When you launch the ZENworks Reporting InfoView in Mozilla Firefox, it does not set the focus on the *ZENworks Reporting InfoView* tab if the *ZENworks Reporting InfoView* tab is already open.

Action: Do the following.

- 1 In the Mozilla Firefox browser, click *Tools > Options*.
- 2 Click *Tabs*.
- 3 Deselect *Open new windows in a new tab instead* check box.
- 4 Click *OK*.

Reports data are not displayed when you create a custom report by using Advanced (Java 2 required)

Source: ZENworks 11SP2; System Reporting.

Explanation: In the ZENworks Reporting Server InfoView, the data in the custom report is not displayed when you click *Run Query* while creating a new Web Intelligence document. The Select a default creation/editing tool panel preference for the Web Intelligence document is set to *Advanced (Java 2 required)*.

Possible Cause: This issue might occur if you have installed java 1.6.0_20 version or above.

Action: Do the following.

- 1 Click *Start > Settings > Control Panel > Java*.
- 2 Click *Java > View*.
- 3 Deselect *Enabled* check box next to any java 1.6.0_20 version or above, then click *OK*.

- 4 Click *Apply*.
- 5 Restart the web browser.

Unable to run a Report

Source: ZENworks 11 SP2; System Reporting.

Explanation: After installing ZENworks Reporting Server, when you try to run a report, the following error message is displayed:

```
com.businessobjects.wp.om.OMReportElementContainer (Error: INF)
```

Possible Cause: Tomcat occasionally fails to load the `com.businessobjects.wp.om.OMReportElementContainer` class.

Action 1: Restart the Tomcat service.

Action 2: If Action 1 does not solve the issue, perform the following steps:

- 1 Stop the Tomcat service.
- 2 Delete the contents of the following folder:
 - ◆ In ZENworks 11: `%zenworks_home%/share/tomcat/work/catalina/localhost`
 - ◆ In ZENworks 11 SP1 and SP2: `%zenworks_home%/share/boe/tomcat55/work/catalina/localhost`

NOTE: This is a temporary cache that Tomcat builds on startup.

- 3 Restart the Tomcat service.

Action 3: If Action 2 does not solve the issue, perform the following steps:

- 1 Stop the Tomcat service.
- 2 To prevent the creation of the `sessions.ser` file, which stores the content of the sessions, uncomment the `<Manager pathname="" />` line in the following file:
 - ◆ In ZENworks 11: `Tomcat\conf\context.xml`
 - ◆ In ZENworks 11 SP1 and SP2: `Tomcat55\conf\context.xml`

NOTE: When the Tomcat service is stopped and restarted or when application server reload is triggered, the standard Manager implementation will attempt to serialize all currently active sessions to a disk file located via the `pathname` attribute. All such saved sessions will then be de-serialized and activated when the applications server reload is completed.

- 3 Check if the `session.ser` file exists in the following folder. If it does, then delete it:
 - ◆ In ZENworks 11: `%zenworks_home%/share/tomcat/work/catalina/localhost`
 - ◆ In ZENworks 11 SP1 and 11 SP2: `%zenworks_home%/share/boe/tomcat55/work/catalina/localhost`
- 4 Restart the Tomcat service.

NOTE: If none of the above actions are able to resolve the issue, re-start the system.

ZENworks Reporting Server displays an error when ZENworks is configured with an Oracle RAC database

Source: ZENworks 11 SP2; System Reporting.

Explanation: ZENworks Reporting Server displays a Java connector error when ZENworks is configured with an Oracle RAC database.

Action: You need to make the required configuration changes in ZENworks Reporting Server.

1 Create an empty `boe_jdbc_url.txt` file in the following location:

Windows: `ZENWORKS_HOME/conf/datamodel/`

Linux: `/etc/opt/novell/zenworks/datamodel/`

2 Add the JDBC URL for the Oracle RAC server in the file.

```
jdbc:oracle:thin:@(DESCRIPTION=
(AADDRESS= (PROTOCOL=tcp) (HOST=IpAddress1) (PORT=1521))
(AADDRESS= (PROTOCOL=tcp) (HOST=IpAddress2) (PORT=1521))
(CONNECT_DATA= (SERVICE_NAME=OracleServiceName)))
```

3 Run the `novell-zenworks-configure -c UpdateBOE` command.

4 Launch ZENworks Reporting Server.

5 Run or create reports successfully in an Oracle RAC environment.

For more information, see TID 7010228 in the [Novell Support knowledgebase](http://www.novell.com/support/kb/doc.php?id=7010228) (<http://www.novell.com/support/kb/doc.php?id=7010228>).

ZENworks Reporting Server displays duplicate rows when a report is run

Source: ZENworks 11 SP2; System Reporting.

Explanation: Sometimes duplicate rows are displayed when you run a report in ZENworks Reporting Server.

Action: To eliminate the duplicate rows:

1 Launch ZENworks Reporting Server.

2 Open the relevant report.

3 In the *InfoView*, select *Modify* to open the report in Webi XI.

4 Click *Edit Query*.

5 Select the *Properties* tab.

6 In the *Data* section, uncheck the *Retrieve duplicate rows* option.

7 Click *OK*.

8 Save the report.

A References

The following resources are helpful for information on BusinessObjects Enterprise XI 3.1 SP3:

- ♦ *BusinessObjects Enterprise XI 3.1 SP3 Administrator's Guide* (http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_admin_en.pdf)
- ♦ *BusinessObjects Enterprise XI 3.1 SP3 InfoView User's Guide* (http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_bip_user_en.pdf)

B Documentation Updates

This section contains information on documentation content changes that were made in this *System Reporting Reference* for Novell ZENworks 11 . The information can help you to keep current on updates to the documentation.

The documentation for this product is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the changes listed in this section.

If you need to know whether a copy of the PDF documentation that you are using is the most recent, the PDF document includes a publication date on the title page.

The documentation was updated on the following date:

- ♦ [Section B.1, “November 08, 2012: Update for ZENworks 11 SP2 \(11.2.2\),” on page 43](#)
- ♦ [Section B.2, “March 20, 2012: 11 SP2,” on page 43](#)

B.1 November 08, 2012: Update for ZENworks 11 SP2 (11.2.2)

Location	Change
Section 4.2, “System Reporting Troubleshooting Strategies,” on page 31	New troubleshooting scenarios have been incorporated.

B.2 March 20, 2012: 11 SP2

Location	Change
Section 4.2, “System Reporting Troubleshooting Strategies,” on page 31	Added the following troubleshooting scenario: <ul style="list-style-type: none">♦ “Unable to run a Report” on page 39
