

Novell.

Novell® ZENworks® Patch Management Server

Powered by PatchLink Update

Agent Installation Guide

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Preface

This ZENworks® Patch Management Agent Installation Guide is a resource written for all users of ZENworks® Patch Management Server. This guide defines the concepts and procedures for installing and implementing a successful installation of ZENworks Patch Management.

About This Guide

This guide contains the following chapters and appendices.

- [Chapter 1, “Installing Your Novell Agents”](#)
- [Chapter 2, “Installing a Single Agent”](#)
- [Chapter 3, “Installing Multiple Agents at Once”](#)
- [Chapter 4, “Automating the Agent Installation”](#)
- [Appendix A, “Index”](#)

Document Conventions

The following conventions are used throughout Novell documentation to help you identify certain types of information.

Typographical Conventions

The text formatting used within Novell documentation follows these conventions:




Table 0.1 Typographical Conventions

Convention	Usage
bold	Command names, database names, options, wizard names, window and screen objects (i.e. Click the OK button)
<i>italics</i>	New terms, variables, and window and page names.
UPPERCASE	SQL commands and keyboard keys
monospace	File names, path names, programs, executables, command syntax, and property names
<i>monospace italics</i>	Variable information within file paths, file names, or command syntax
monospace bold	Command names and options within command syntax

Comment Icons

The comment icons identify the following types of information:

Table 0.2 Comment Icons

Icon	Alert Labels	Description
	Warning: Important:	Identifies paragraphs that contain vital instructions, cautions or critical information.
	Note:	Identifies paragraphs that contain notes or recommendations.
	Tip:	Identifies paragraphs that contain tips, shortcuts, or other helpful product information.

1 Installing Your Novell Agents

Having successfully installed your ZENworks Patch Management Server (ZENworks Patch Management Server), you can now proceed to the installation of your ZENworks Patch Management Agents. Following installation the agent is monitored and maintained by the ZENworks Patch Management Server requiring no additional maintenance.

Installation Methods

ZENworks Patch Management Agents can be deployed using any one (or combination) of the following methods:

- **Single Agent Installer for Windows** - Requires that you log into your ZENworks Patch Management Server from the target computer. While this is the simplest method, it requires that you physically visit each target computer to complete the deployment.
- **Single Agent Windows MSI Installer** - Allows you to modify a Microsoft Software Installer (MSI) file, using an MSI editor, to include your organizations configuration. The `UpdateAgent.msi` file then be delivered automatically by using a login script or Active Directory Group Policy Object (GPO). The method eliminates the need to physically visit each target computer.
- **Silent Agent Installer for Windows** - Allows you to modify a batch file to include your organizations configuration. The batch file is then referenced from your Network Login Script to automatically install the Agent.
- **Domain-wide Agent Deployment Wizard for Windows** - Uses your Windows domain's membership records to automatically discover potential target systems for the Agent installation. The installation is then performed using a Domain Admin account.
- **Single Agent Installer for UNIX** - Like the Single Agent Installer for Windows, requires that you log into your ZENworks Patch Management Server from the target computer. This method also requires you to visit each target computer the deployment. This is the ONLY method of installation for UNIX, Linux, or Mac computers.
- **Agent Management Center (AMC)** - Includes database-centered discovery of both Windows domains and LDAP-based bookkeeping, such as NetWare and Windows 2000 Active Directory. In addition, the AMC can use the DNS lookup on a specified range of IP addresses to find computers not included in central directory structures. The AMC allows you to perform all installations from a single location and is the preferred installation method when working with mixed networks.



Warning: Regardless of the installation method it is vital that, when installing agents, you enter the same serial number used to install your server. Failure to do so could lock out the `PLUS_AGENT` user account disabling ALL agent communication.

Supported Operating Systems (ZENworks Patch Management Server Agent)

The charts below list the operating systems and machine architectures on which the ZENworks Patch Management Agent v6.2.2 is known to successfully install and operate.

Table 1.1 Supported Operating Systems

Vendor	Operating System	Version
Apple®	Mac OS® X Panther®	10.3.8 & 10.3.8 Server
		10.3.7 & 10.3.7 Server
		10.3.6 & 10.3.6 Server
		10.3.5 & 10.3.5 Server
		10.3.4 & 10.3.4 Server
		10.3.3 & 10.3.3 Server
		10.3.2 & 10.3.2 Server
		10.3.1 & 10.3.1 Server
		10.3 & 10.3 Server
Apple	Mac OS X Jaguar	10.2.8 & 10.2.8 Server
		10.2.7 & 10.2.7 Server
		10.2.6 & 10.2.6 Server
		10.2.5 & 10.2.5 Server
		10.2.4 & 10.2.4 Server
NOTE: The UNIX agent requires Sun’s Java		

Table 1.1 Supported Operating Systems

Vendor	Operating System	Version
Microsoft®	Windows	XP Professional
		XP Home
		Server 2003, Web Edition
		Server 2003, Standard Edition
		Server 2003, Enterprise Edition
		NT Server 4.0, Terminal Server Edition
		NT Server 4.0, Enterprise Edition
		NT Server 4.0
		NT Workstation 4.0
		2000 Advanced Server
		2000 Server
		2000 Professional
		Me
		98 Second Edition
		98
		95 OSR25
		95 OSR2
		95
		Novell®
		6.5 Service Pack 2
		6.0 Service Pack 5
		5.1 Service Pack 8
		5.1 Service Pack 7
NOTE: The UNIX agent requires Sun’s Java		

Table 1.1 Supported Operating Systems

Vendor	Operating System	Version
Sun™	Solaris™	10
		9
		8
		7
		2.6
NOTE: The UNIX agent requires Sun’s Java		

Table 1.2 Supported Machine Architectures

Vendor	Operating System	Architecture
Apple	Mac OS X	PowerPC™ G3/G4/G5
Microsoft	Windows	x86
Sun	Solaris	SPARC®
		x86

2 Installing a Single Agent

Using the Single Agent Installer

The single agent install requires that you log into the ZENworks Patch Management Server administration console from the target computer then quickly and easily install the agent on that computer. To perform a single agent install follow these steps:

1. Log on to the target computer as the local **administrator** (or a member of the **LOCAL_ADMIN** group)
2. Log in to ZENworks Patch Management Server
3. Open the *Computers* page

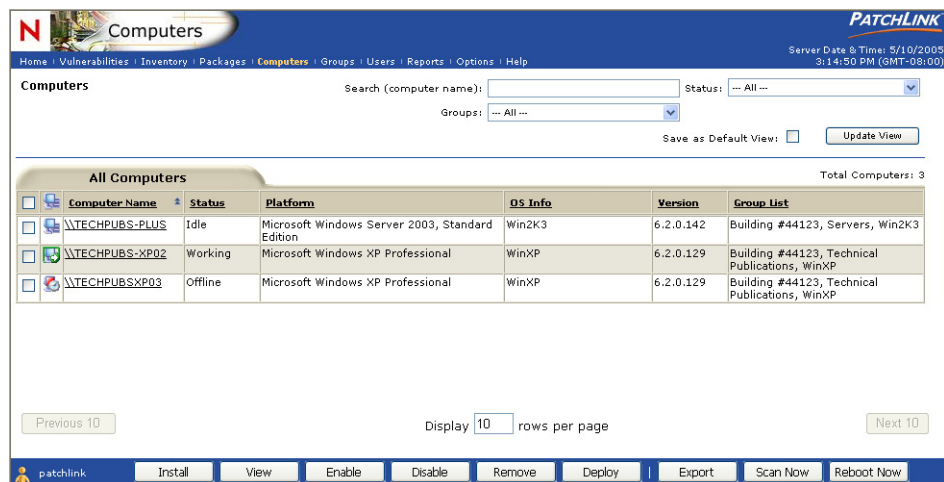


Figure 2.1 Computers

4. Click **Install**

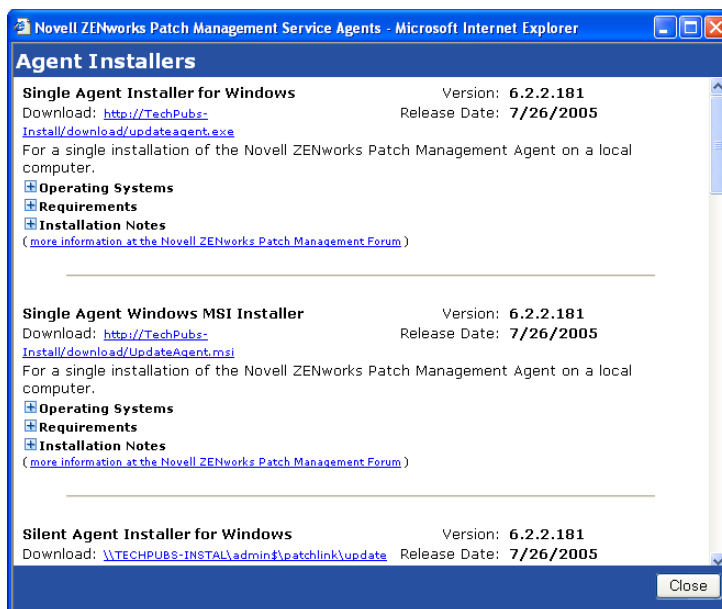


Figure 2.2 Agent Installers

5. Click the **Single Agent Installer for Windows** download link (<http://servername/download/updateagent.exe>) to start the download
6. Click **Open** to extract the *Novell Update Agent InstallShield Wizard*



Note: You can also select to download the installation file. If you do so, following the download, run the `updateagent.exe` file.

7. Click **Next** to store the installation file in your default **TEMP** file
 - If you wish to change where the installation file is stored click **Change...** and browse to the desired location prior to clicking **Next**

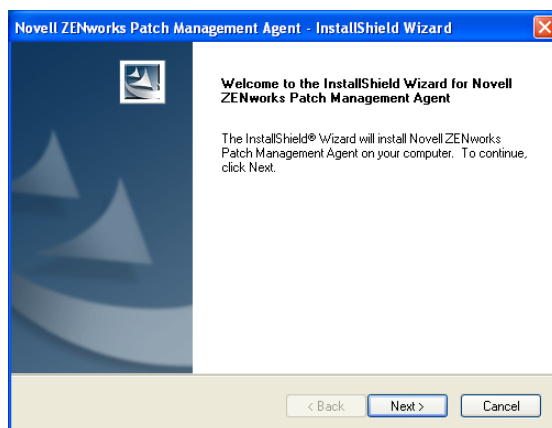


Figure 2.3 Welcome Page

8. Click **Next** to proceed to the *License Agreement* Page

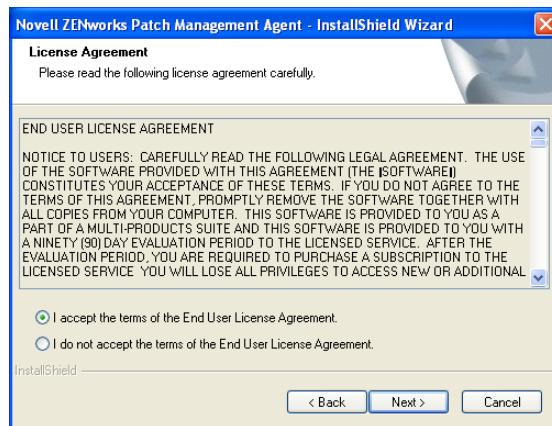
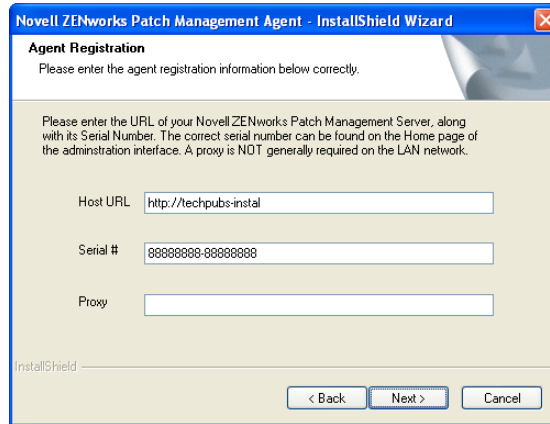


Figure 2.4 License Agreement

9. If you agree to the license terms select the **I accept the terms** option and click **Next**

to proceed to the *Agent Registration* page



The image shows a screenshot of the 'Novell ZENworks Patch Management Agent - InstallShield Wizard' window, specifically the 'Agent Registration' step. The window has a blue title bar and a yellow background. It contains the following text and fields:

- Agent Registration**
Please enter the agent registration information below correctly.
- Please enter the URL of your Novell ZENworks Patch Management Server, along with its Serial Number. The correct serial number can be found on the Home page of the administration interface. A proxy is NOT generally required on the LAN network.
- Host URL:**
- Serial #:**
- Proxy:**
- At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Figure 2.5 Agent Registration

10. Enter the appropriate ZENworks Patch Management Server URL in the **Host URL:** field including the protocol prefix (`http://serverAddress` or `https://ServerAddress` for a secure server)
11. Enter your ZENworks Patch Management Server serial number in the **Serial Number:** field



Note: It is extremely important that you use the same serial number that was used for the installation of your ZENworks Patch Management Server otherwise the agent will be unable to communicate with the server.

12. If your LAN uses a proxy server enter your proxy connections string in the third field, otherwise leave the field blank. Please be sure to enter a valid proxy server name and port in the following format: `http://myproxy.mycompany.com:PORT`



Note: In many LAN environments proxy bypass is used to for all access within the corporate network. ONLY enter proxy information if your agents will be required to use a proxy to access your ZENworks Patch Management Server not when a proxy is used ONLY for Internet access.

13. Click **Next** to proceed to the *Ready to Install the Program* page

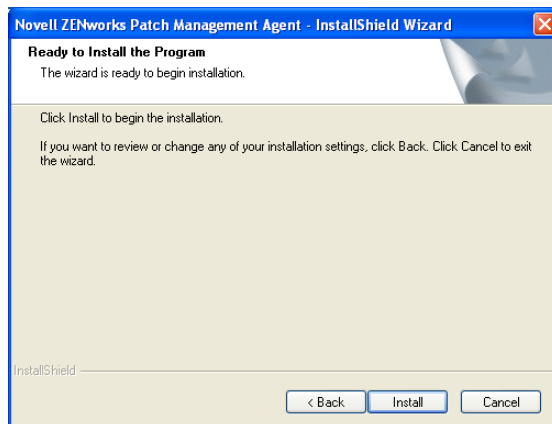


Figure 2.6 Begin Installation

14. Click **Install** to install the agent

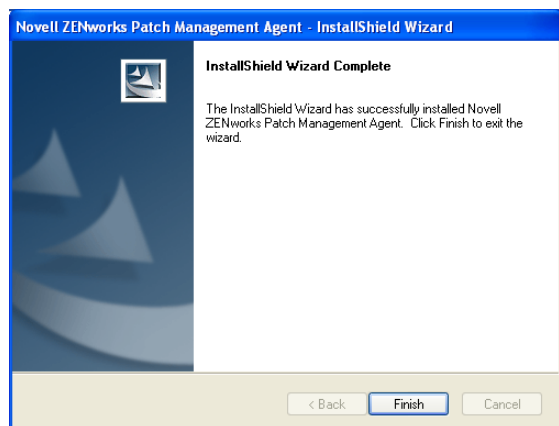


Figure 2.7 Installation Complete

15. Click **Finish** to exit the wizard

Installing UNIX Agents

Prior to installing the UNIX agent, you must ensure that an appropriate version (v1.2.2 or higher) of Java is installed on the target computer. While AIX 5.1, AIX 5.2, Mac OS X, Solaris 8, and Solaris 9 each have an appropriate version of Java; all the other supported vendors of Unix and Linux must download and install the current version of

Java (<http://java.com>) prior to installing the ZENworks Patch Management Unix Agent. After ensuring that your target computer contains an appropriate version of Java you can install the UNIX agent using the following steps:

1. Log on to the target computer as the **root** user
2. Log on to the ZENworks Patch Management Server administration console
3. Open the *Computers* page

Computers

Home | Vulnerabilities | Inventory | Packages | **Computers** | Groups | Users | Reports | Options | Help

Server Date & Time: 5/10/2005 3:14:50 PM (GMT-08:00)

Computers Search (computer name): Status: Groups: Save as Default View: ☐ Update View

All Computers Total Computers: 3

Computer Name	Status	Platform	OS Info	Version	Group List
\\TECHPUBS-PLUS	Idle	Microsoft Windows Server 2003, Standard Edition	Win2K3	6.2.0.142	Building #44123, Servers, Win2K3
\\TECHPUBS-XP02	Working	Microsoft Windows XP Professional	WinXP	6.2.0.129	Building #44123, Technical Publications, WinXP
\\TECHPUBS-XP03	Offline	Microsoft Windows XP Professional	WinXP	6.2.0.129	Building #44123, Technical Publications, WinXP

Previous 10 Display 10 rows per page Next 10

patchlink Install View Enable Disable Remove Deploy Export Scan Now Reboot Now

Figure 2.8

4. Click **Install**

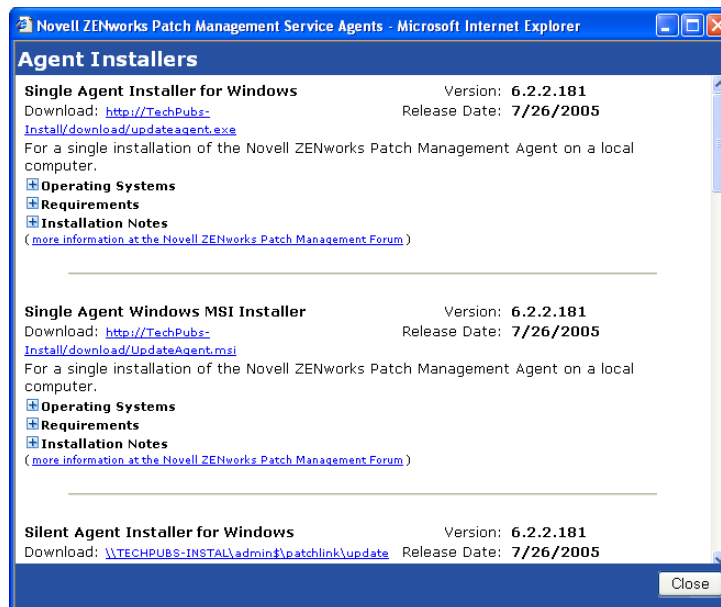


Figure 2.9

5. Click the **Single Agent Installer for UNIX** download link (<http://servername/download/UnixUpdateAgent.tar>) to start the download
6. After downloading the **UnixUpdateAgent.tar** file extract the file's contents to:
/root/UnixUpdateAgent

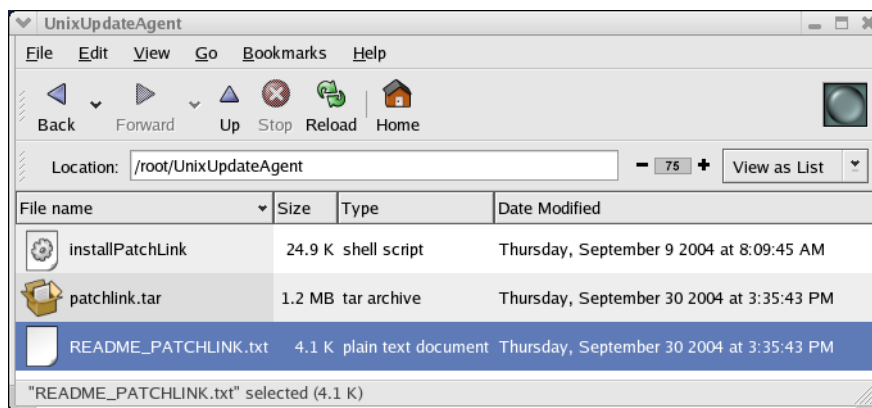


Figure 2.10

7. Open a *Terminal Window* (**Main Menu > System Tools > Terminal**)
8. Browse to the /root/UnixUpdateAgent/ directory
9. Type `./installPatchLink` to start the installer

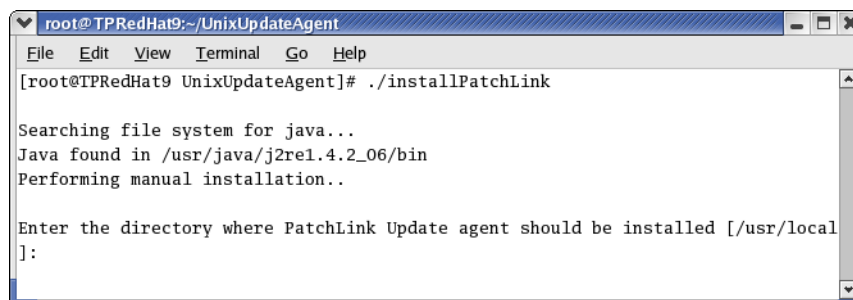
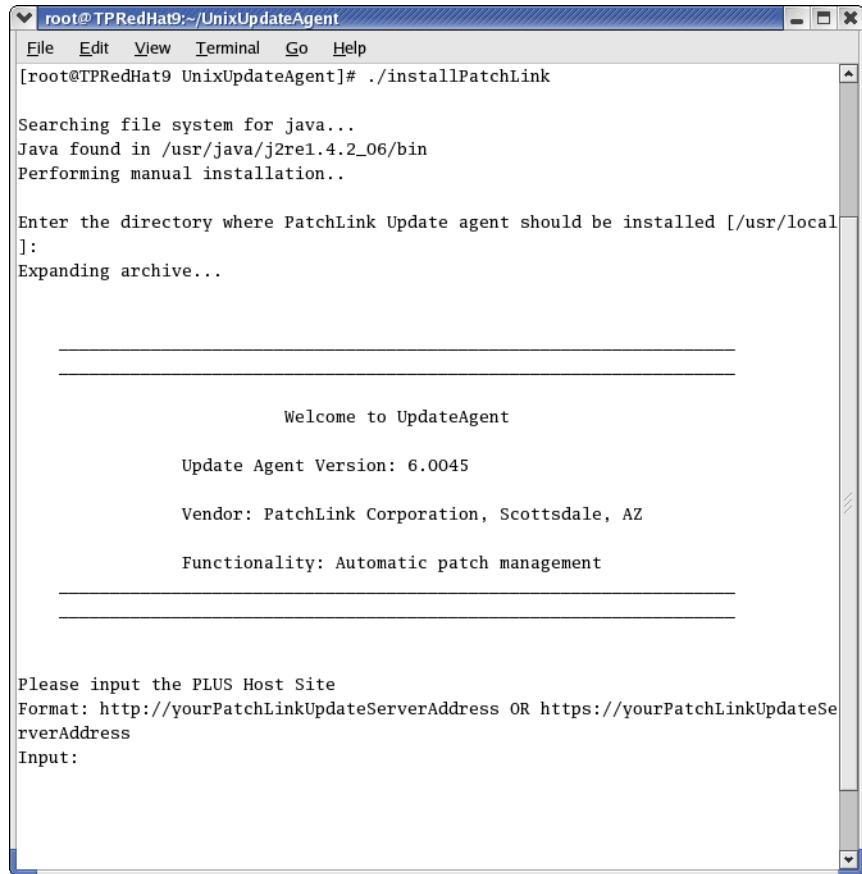


Figure 2.11

10. At the **Enter the Directory where ZENworks Patch Management agent should be installed [/usr/local]:** prompt type your desired installation path or press **ENTER** to accept the default path



```
root@TPRedHat9:~/UnixUpdateAgent
File Edit View Terminal Go Help
[root@TPRedHat9 UnixUpdateAgent]# ./installPatchLink

Searching file system for java...
Java found in /usr/java/j2re1.4.2_06/bin
Performing manual installation..

Enter the directory where PatchLink Update agent should be installed [/usr/local
]:
Expanding archive...

_____|
_____|

Welcome to UpdateAgent

Update Agent Version: 6.0045

Vendor: PatchLink Corporation, Scottsdale, AZ

Functionality: Automatic patch management

_____|
_____|

Please input the PLUS Host Site
Format: http://yourPatchLinkUpdateServerAddress OR https://yourPatchLinkUpdateSe
rverAddress
Input:
```

Figure 2.12

11. At the **Please Input the ZENworks Patch Management Server Host Site...** Input: prompt type your server address



Note: Be sure to enter your ZENworks Patch Management Server address in the format of `http://ServerAddress` or `https://ServerAddress`

12. At the **Please enter the serial number:** prompt; type your serial number



Note: You must enter your serial number in the **xxxxxxxx-xxxxxxxx** format. If you do not have your serial number please contact Novell Technical Support at support@patchlink.com or 800.858.4000 option 2.

13. At the **Continue [Y/n]:** prompt; press **ENTER** to continue

14. At the **Do you have a Proxy [y/N]:** prompt; type **y** to configure a proxy, or press **ENTER** to continue without configuring a proxy server

15. At the **Do you wish to register now [Y/n]:** prompt; press **ENTER** to register the ZENworks Patch Management Agent as a service



Warning: A few of the common “pit-falls” when installing the ZENworks Patch Management Unix Agent include:

- An incorrect ZENworks Patch Management Server address (if using SSL, the URL starts with `https://`)
- An incorrect serial number
- Networking problems
- An incorrect proxy address or port

Installing Netware Agents

1. Log on to the target computer as the local **administrator** (or a member of the **LOCAL_ADMIN** group)
2. Log in to ZENworks Patch Management Server
3. Open the *Computers* page

Computers

Home / Vulnerabilities / Inventory / Packages / **Computers** / Groups / Users / Reports / Options / Help

Server Date & Time: 5/10/2005 3:14:50 PM (GMT-08:00)

Search (computer name): Status: Groups: Save as Default View: ☐ Update View

All Computers Total Computers: 3

Computer Name	Status	Platform	OS Info	Version	Group List
\\TECHPUBS-PLUS	Idle	Microsoft Windows Server 2003, Standard Edition	Win2K3	6.2.0.142	Building #44123, Servers, Win2K3
\\TECHPUBS-XP02	Working	Microsoft Windows XP Professional	WinXP	6.2.0.129	Building #44123, Technical Publications, WinXP
\\TECHPUBS-XP03	Offline	Microsoft Windows XP Professional	WinXP	6.2.0.129	Building #44123, Technical Publications, WinXP

Previous 10 Display 10 rows per page Next 10

patchlink Install View Enable Disable Remove Deploy Export Scan Now Reboot Now

Figure 2.13 Computers

4. Click **Install**

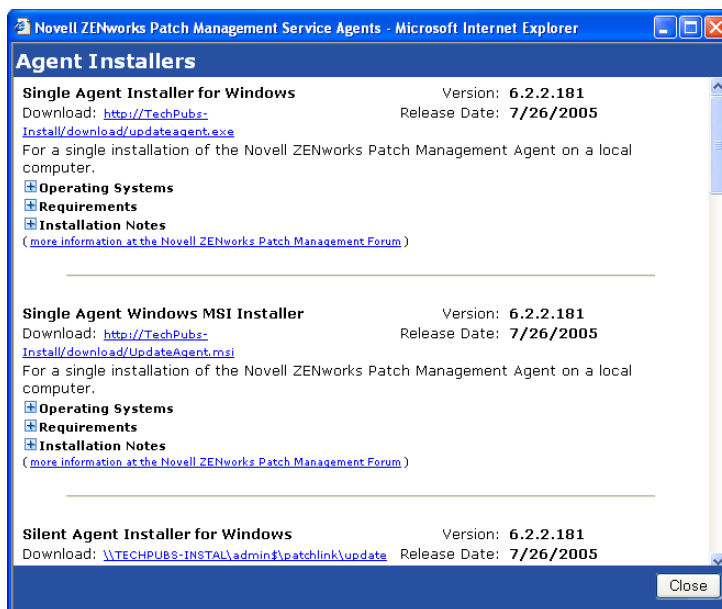


Figure 2.14 Agent Installers

5. Click the **Single Agent Installer for Netware** download link (<http://servername/download/NetwareUpdateAgent.tar>) to start the download
6. After downloading the *NetWareUpdateAgent.tar* file to *SYS:*
7. Untar the *NetWareUpdateAgent.tar* file using the following command:

```
tar -xvf NetWareUpdateAgent.tar
```

8. The following files should be visible:
 - installPatchLink
 - patchlink.tar

- README_PATCHLINK.txt

9. Execute the following command:

```
sys:\installPatchLink
```

10. This method performs the following tasks:

- Untars the *patchlink.tar* file into a new directory named *PatchLink*
- Prompts the user to answer a series of questions to complete the installation of the ZENworks Patch Management Agent

Performing a Silent (Non-Interactive) Install

1. Execute the following command:

```
sys:\installPatchLink -silent -d -p -SERIALNUMBER [-PROXY -PORT]
```

2. This method performs the following tasks:

- Untars the *patchlink.tar* file into a new directory named *PatchLink*
- Installs the update agent using the provided arguments

Managing the Agent

The PatchLink service is a script provided in the PatchLink directory that can be used to start, stop, restart or view the status of the ZENworks Patch Management Agent

It has the following syntax

Table 2.1 PatchLink Service Command Syntax

Command Syntax	Result
<code>patchlinkservice status</code>	Returns the status of the ZENworks Patch Management Agent
<code>patchlinkservice stop</code>	Stops the ZENworks Patch Management Agent
<code>patchlinkservice start</code>	Starts the ZENworks Patch Management Agent
<code>patchlinkservice restart</code>	Stops and then starts the ZENworks Patch Management Agent

To Uninstall the Netware Agent

1. Change your working directory to the patchlink directory created during installation (PatchLink)
2. Execute the following command:

```
UninstallPatchLink
```

3. The UninstallPatchLink script will do the following:
 - a. Unregister the agent with your ZENworks Patch Management Server
 - b. Terminate the running instance of the agent
 - c. Prompt to delete the patchlink directory



Note: All logs related to ZENworks Patch Management Agent are stored under the directory:

```
sys:\patchlink\update\log
```

Therefore it is recommended that you back up these logs to enable viewing following the uninstallation.

3 Installing Multiple Agents at Once

Using the Domain-wide Agent Deployment Wizard

Installing the Novell Agent Deployment Wizard

1. Log on to the target computer as the local **administrator** (or a member of the **LOCAL_ADMIN** group)
2. Log in to ZENworks Patch Management Server
3. Open the *Computers* page

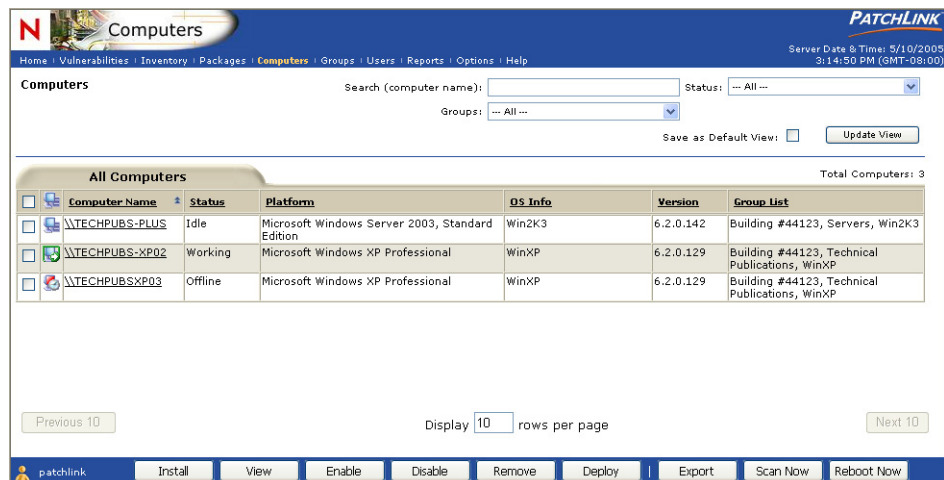


Figure 3.1 Computers

4. Click **Install**

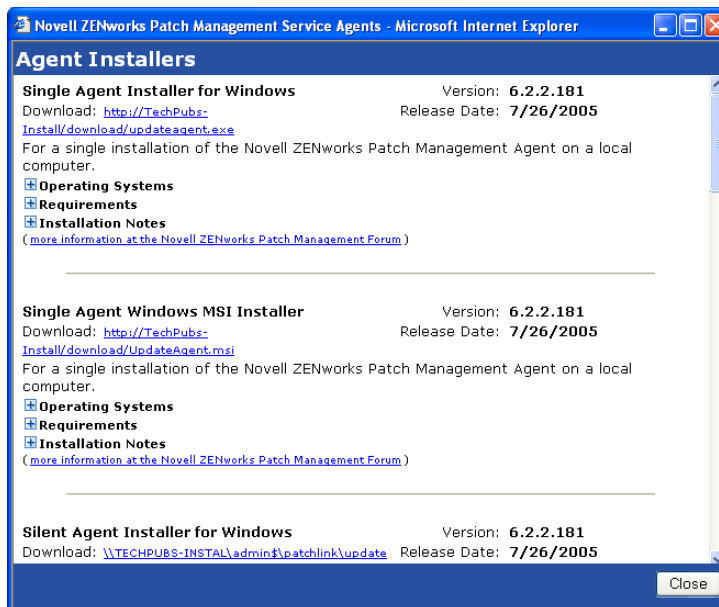


Figure 3.2 Agent Installers

5. Click the **Domain-wide Agent Deployment Wizard for Windows** download link (<http://servername/download/deploywizard.exe>) to start the download

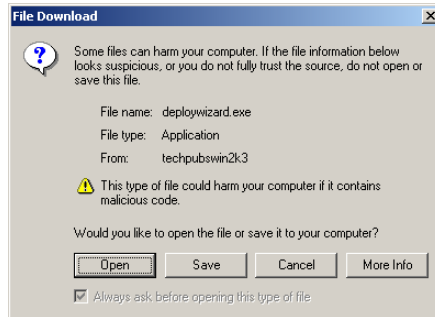


Figure 3.3 File Download



Note: You can also select to download the installation file. If you do so, following the download, run the **deploywizard.exe** file.

- Click **Open** to extract the *Novell Agent Deployment Wizard*

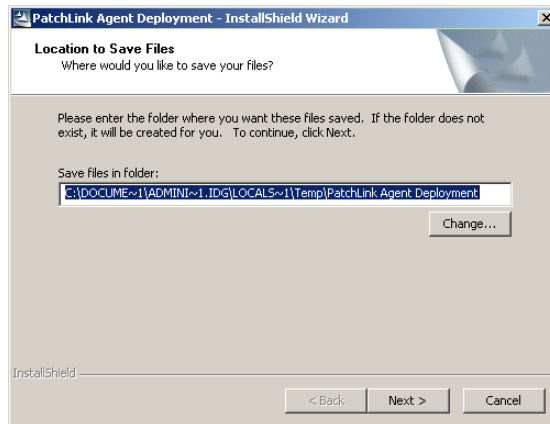


Figure 3.4 Location to Save Files

- To store the installation file in your default **TEMP** file click **Next**

- If you wish to change where the installation file is stored click **Change...** and browse to the desired location prior to clicking **Next**
8. Click **Next** to proceed to the *License Agreement* page

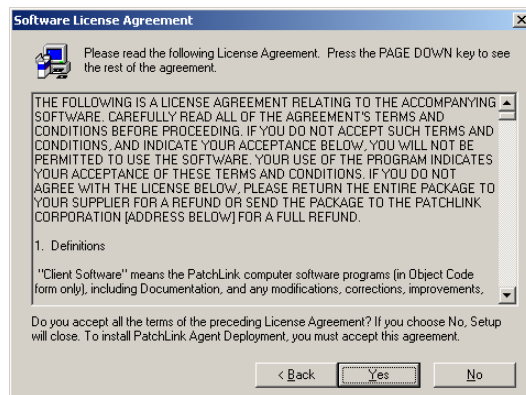


Figure 3.5 Software License Agreement

9. If you agree to the license terms click **Yes** to proceed to the final installation screen

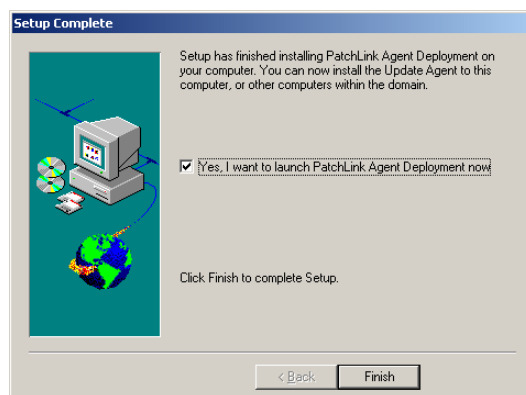


Figure 3.6 Setup Complete

10. Click **Finish** to exit the *Novell Deployment* installation wizard

- If you wish to run the *Novell Deployment* wizard now select the **Yes, I want to launch Novell Agent Deployment now** option

Using the Novell Agent Deployment Wizard

1. After launching the *Deployment Wizard* click **Next**

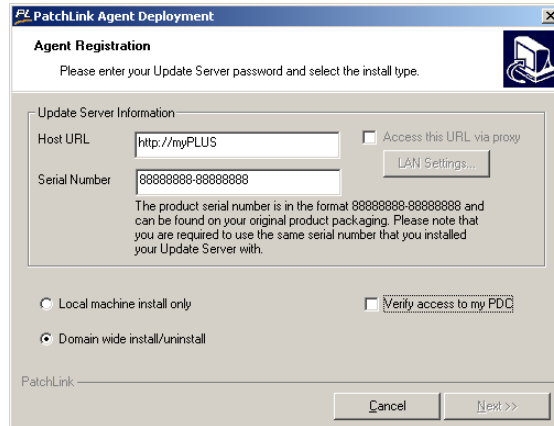


Figure 3.7

- Enter the appropriate **Host URL** and **Serial Number**
- If your network requires a Proxy Server:
 - a. select the **Access this URL via proxy** option (the *LAN Settings needed to access Host URL* dialog will appear)

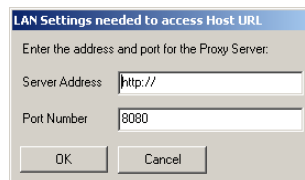
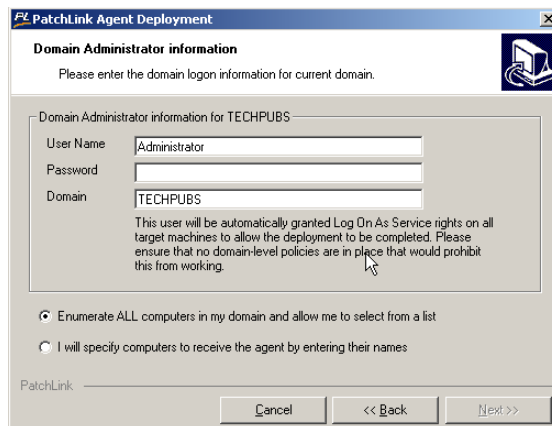


Figure 3.8

- b. Enter the appropriate **Proxy Server Address** and **Port Number**
- c. Click **OK**

- Select **Local machine install only** if you are installing the agent only on this computer
 - Select **Domain wide install/uninstall** if you are installing the agent on other computers within your domain
 - Select the **Verify access to my PDC** option if you are concerned about whether you have a valid connection to your domains PDC
2. Click **Next** to proceed to the *Domain Administrator Information* page (or the *Install Summary* page if **Local machine install only** was selected)



The screenshot shows a Windows-style dialog box titled "PatchLink Agent Deployment". The main heading is "Domain Administrator information" with a sub-instruction: "Please enter the domain logon information for current domain." Below this, there is a section titled "Domain Administrator information for TECHPUBS" containing three text input fields: "User Name" (with "Administrator" entered), "Password" (empty), and "Domain" (with "TECHPUBS" entered). A note below the fields states: "This user will be automatically granted Log On As Service rights on all target machines to allow the deployment to be completed. Please ensure that no domain-level policies are in place that would prohibit this from working." At the bottom, there are two radio button options: "Enumerate ALL computers in my domain and allow me to select from a list" (which is selected) and "I will specify computers to receive the agent by entering their names". The "PatchLink" logo is in the bottom left corner, and "Cancel", "<< Back", and "Next >>" buttons are in the bottom right corner.

Figure 3.9

3. Enter the appropriate **Domain Administrator User Name**, **Password**, and **Domain**
- To display all computers within your network select the **Enumerate ALL computers in my domain and allow me to select from a list** option

- To enter a specific computer name select the **I will specify computers to receive the agent by entering their names** option
4. Click **Next** to proceed to the *Choose Computers* page

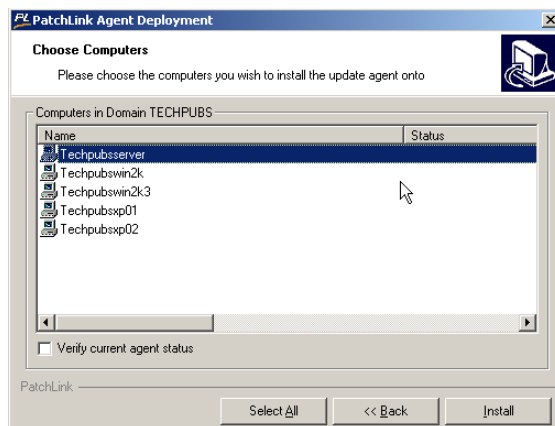


Figure 3.10



Note: If the **I will specify computer to receive the agent by entering their names** option was selected the *Choose Computers* page will be blank and you will need to enter a list of computer names separated by commas.

5. Select (or type the names) the computers on which you wish to install the agent
6. Click **Next** to proceed to the *Domain Installation Summary* page

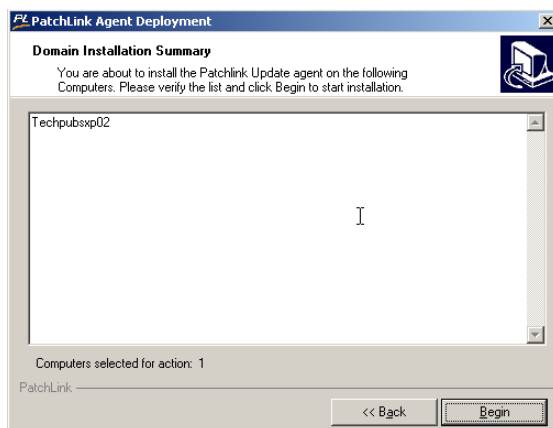


Figure 3.11

7. Confirm the selected computer(s) and click **Begin** to install the agent(s)

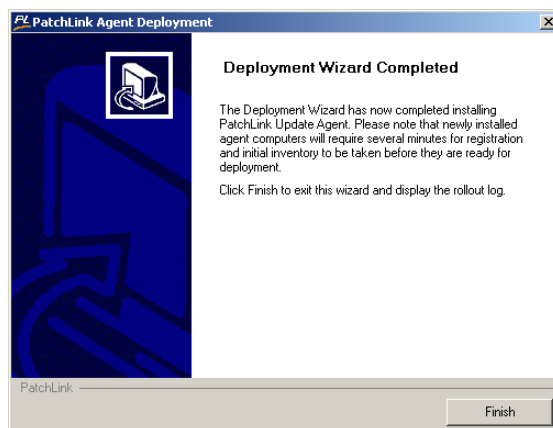
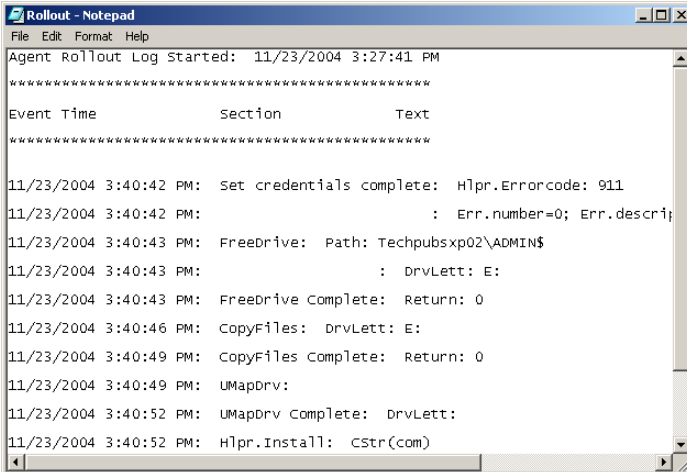


Figure 3.12

8. Click **Finish** to close the wizard and the **Rollout.txt** text file will open



```
Rollout - Notepad
File Edit Format Help
Agent Rollout Log Started: 11/23/2004 3:27:41 PM
*****
Event Time          Section          Text
*****
11/23/2004 3:40:42 PM: Set credentials complete: Hlpr.Errorcode: 911
11/23/2004 3:40:42 PM:                               : Err.number=0; Err.descrip
11/23/2004 3:40:43 PM: FreeDrive: Path: Techpubsxp02\ADMIN$
11/23/2004 3:40:43 PM:                               : DrvLett: E:
11/23/2004 3:40:43 PM: FreeDrive Complete: Return: 0
11/23/2004 3:40:46 PM: CopyFiles: DrvLett: E:
11/23/2004 3:40:49 PM: CopyFiles Complete: Return: 0
11/23/2004 3:40:49 PM: UMapDrv:
11/23/2004 3:40:52 PM: UMapDrv Complete: DrvLett:
11/23/2004 3:40:52 PM: Hlpr.Install: CStr(com)
```

Figure 3.13

9. Close **Notepad** after reviewing (and saving if desired) the **Rollout.txt** text file

4 Automating the Agent Installation

Automate Using the Windows MSI Installer

The *Single Agent Windows MSI Installer* can be used to perform a single installation on the current computer or through the use of the MSI Installer, Group Policy Objects (GPOs), and the Orca package editor on multiple computers. Using these tools you can install the ZENworks Patch Management Agent on all windows computers within your domain.

To use the MSI Installer with Group Policy Objects follow the following steps:



Warning: Microsoft Group Policy Object (GPO) allows for mandatory software distribution to computers under control of a particular Organizational Unit (OU) and can be used to distribute the Novell Agent. Be aware however, that the GPO installation does **not** check for an existing installation of the Novell Agent on the target computer and will reinstall the Agent on any computers in the OU. In order to avoid potential problems caused by reinstalling the Agent ensure that computers with existing Update Agents are NOT members of the OU which contains the Novell software GPO.

Creating the Network Share

Create a network share (with *Read-Only* access) from which all users will be able to access and install the Novell Agent using the MSI installer.

To Create The Network Share

1. Create the *Novell MSI* folder on a network computer
2. Right-click the *Novell MSI* folder and select **Properties**
3. Select the **Sharing** tab
4. Select the **Share this folder** option
 - If desired change the **Share name**

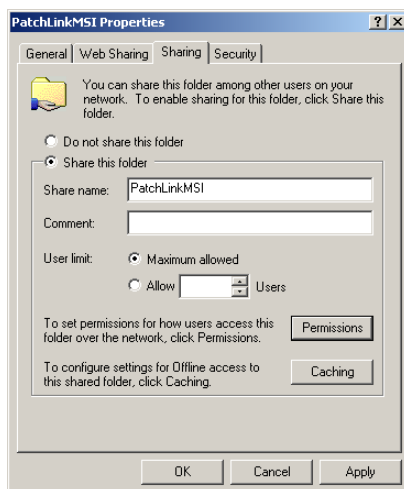


Figure 4.1 Sharing Tab

5. Click **Permissions**
6. Click **Add...** to add the *Domain Users* and *Domain Admins* groups

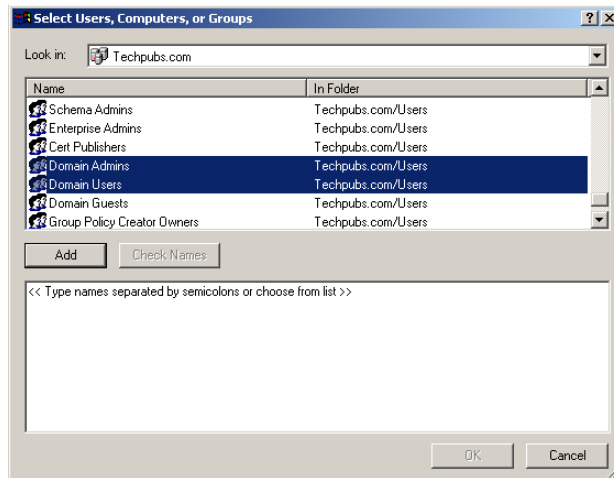


Figure 4.2 Select Users

7. Select the *Domain Users* group and click appropriate checkboxes to deny **Change** and allow **Read** access
8. Select the *Everyone* group and click appropriate checkboxes to deny **Change** and allow **Read** access
9. Select the *Domain Admins* group and click the appropriate checkboxes to allow **Full Control** access

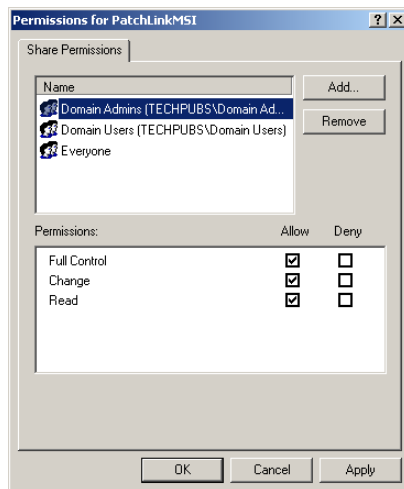


Figure 4.3 Share Permissions

10. Click **OK** to close the *Permissions* window
11. Select the **Security** tab
12. Add the Domain Users and Domain Admins groups (refer to steps 6 through 9) applying **Read & Execute** permission to the *Everyone* and *Domain Users* groups and **Full Control** to the *Domain Admins* group

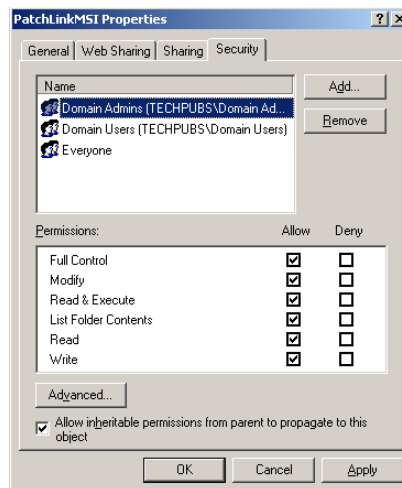


Figure 4.4 Security Tab

13. Click **OK** to close the *Novell MSI Properties* window
14. Copy **updateagent.msi** from your ZENworks Patch Management Server (in the `c:\Program Files\Patchlink\Update Server\WebRoot\Download\`) directory to the *Novell MSI* folder you created

Modifying the MSI File

To fully automate the Agent installation you must modify the MSI file to include your **Host Name**, **Serial Number**, and **Proxy**. To modify the MSI file using *Microsoft Orca*:

1. Install *Microsoft Orca* (or a similar MSI editor tool) on your management workstation.
 - Orca is installed from the *Microsoft Windows Installer SDK* which can be downloaded from <http://support.microsoft.com>
2. Select **Start > Programs > Orca** to open *Microsoft Orca*

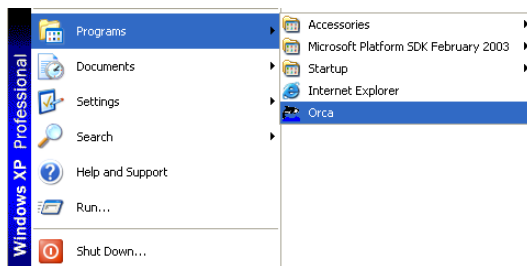


Figure 4.5 Start > Programs > Orca

3. Open `updateagent.msi`
4. Click on the *Property* table and edit the values of the following **Properties**:
 - **HOST** – enter the ZENworks Patch Management Server URL in the format: `http://ServerName` (or `https://ServerName` for a secure server)
 - **SERIAL** – enter your ZENworks Patch Management Server serial number

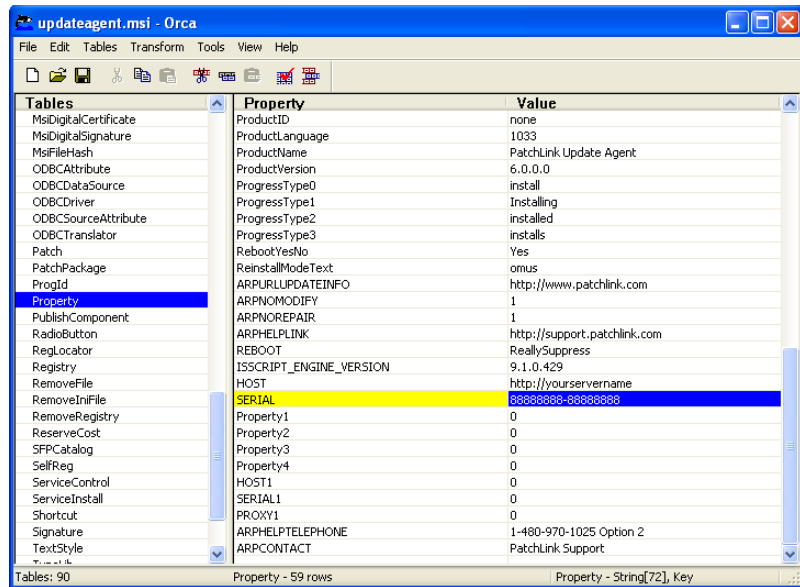


Figure 4.6 Enter Serial Number

5. If you are using a Proxy Server add a **PROXY** entry as follows:
 - a. Right-click in the right window pane and select **Add Row**

Property	Value
ProductID	none
ProductLanguage	1033
ProductName	PatchLink Update Agent
ProductVersion	6.0.0.0
ProgressType0	install
ProgressType1	Installing
ProgressType2	installed
ProgressType3	installs
RebootYesNo	Yes
ReinstallModeText	omus
ARPUPLUPDATEINFO	http://www.patchlink.com
ARPNOMODIFY	1
ARPNOREPAIR	1
ARPHHELPINK	http://support.patchlink.com
REBOOT	ReallySuppress
ISSCRIPT_ENGINE_VERSION	9.1.0.429
HOST	http://yourservername
SERIAL	38-89888888
Property1	
Property2	
Property3	
Property4	
HOST1	
SERIAL1	
PROXY1	
ARPHHELPTELEPHONE	1-480-970-1025 Option 2
ARPCONTACT	PatchLink Support

Figure 4.7 Right-Mouse Menu

- b. Enter *PROXY* for the **Property** column

Add Row

Name	Value
Property	

Column: Property - String[72], Required

PROXY

OK Cancel

Figure 4.8 Add Row Property

- c. Click on **Value** and enter the proxy server URL in the format:
http://proxyservername: port

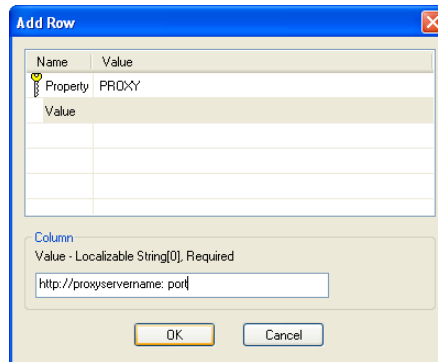


Figure 4.9 Add Row Value

- d. Click **OK**
6. Click the **Save** button saving the changes to the `updateagent.msi` file
7. Close `Orca.exe`



Note: You can now use the `updateagent.msi` file to manually install the ZENworks Patch Management Agent by browsing, from the target computer, to the network share you created and manually opening the `updateagent.msi` file.

Creating the Organizational Unit

To Create a New Organizational Unit

1. Click **Start > Administrative Tools > Active Directory Users and Computers** to open the *Active Directory Users and Computers* management console
2. Right-click on the domain tree (*mydomain.com*) and select **New > Organizational Unit**

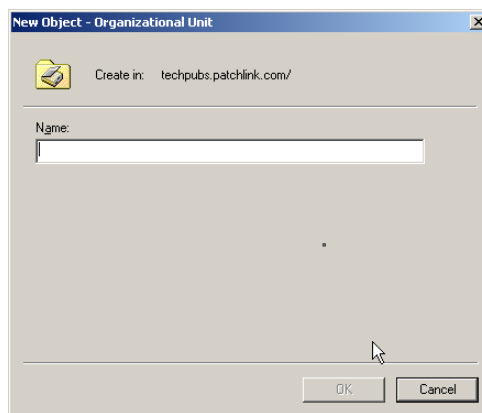


Figure 4.10 Create New OU

3. Assign a **Name** (*PatchLinkMSI*) to your *Organizational Unit (OU)* and click **OK**
4. Right-click the new OU and select **Properties**
5. In the *Group Policy Tab* click **New** and assign a name (*Install Windows Agent*) to the new *Group Policy*

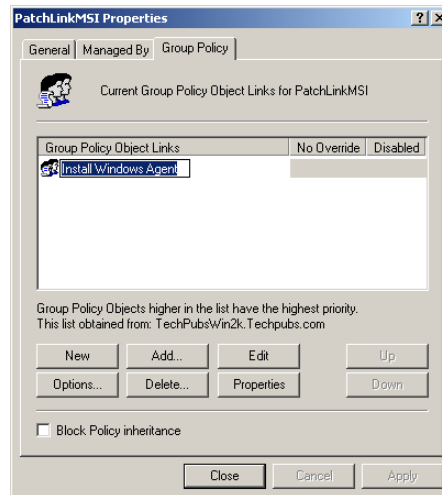


Figure 4.11 OU Group Policy Tab

6. Select your new Group Policy and click **Edit** opening the *Group Policy* Editor
7. Expand the *Software Settings* sub-branch of the *Computer Configuration* branch
8. Right click on *Software Installation* and select **Properties** opening the *Software Installation Properties* window

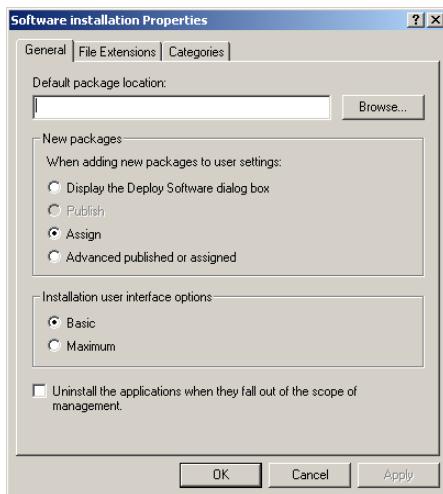


Figure 4.12 General Tab

9. Select the **Assign** radio button on the *General* tab
10. Select the **Uninstall the applications when they fall out of the scope of management** checkbox on the *General* tab (on the *Advanced* tab in Windows 2003)
11. Click **OK**
12. Right-click on *Software Installation* and select **New > Package**
13. Browse to the shared folder you created and select the `updateagent.msi` package

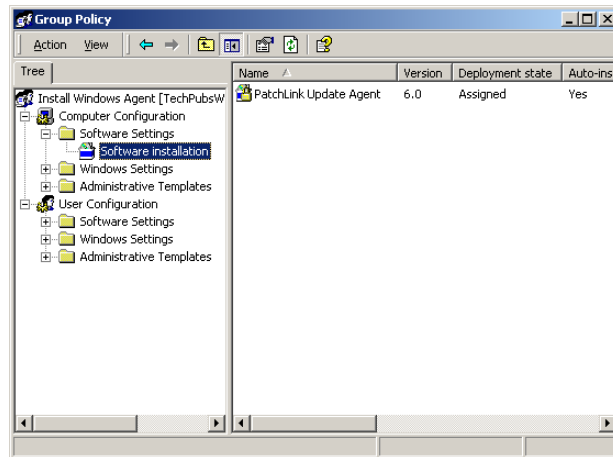


Figure 4.13 Group Policy

14. Close the *Group Policy* editor and click **Close**
15. In the *Active Directory Users and Computers* management console select the *Computers* branch of your domain tree (mydomain.com)
16. Select the computers to be added to your new OU

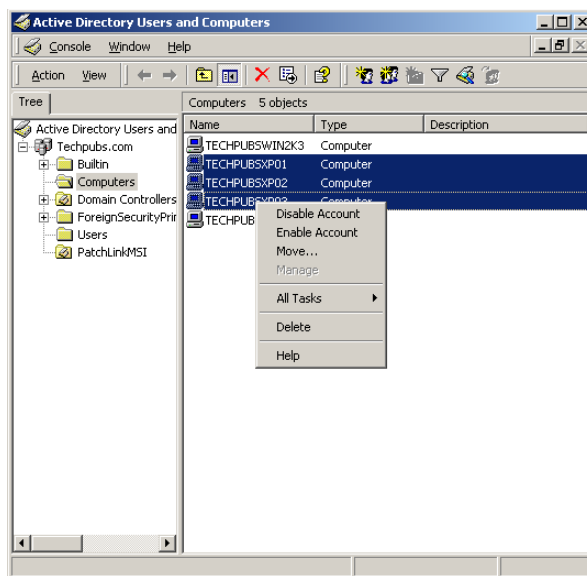


Figure 4.14 Add Computers to OU

17. Right-click and select **Move...** to add them to your OU
18. Select your OU (*PatchLinkMSI*) from the *Move* window
19. Close the *Active Directory Users and Computers* management console

Using the Silent Installer for Windows

1. Log on to the target computer as the local **administrator** (or a member of the **LOCAL_ADMIN** group)
2. Log in to ZENworks Patch Management Server
3. Open the *Computers* page

Computers

Home | Vulnerabilities | Inventory | Packages | **Computers** | Groups | Users | Reports | Options | Help

Server Date & Time: 5/10/2005 3:14:50 PM (GMT-08:00)

Search (computer name): Status: Groups: Save as Default View: ☐ Update View

All Computers Total Computers: 3

Computer Name	Status	Platform	OS Info	Version	Group List
\\TECHPUBS-PLUS	Idle	Microsoft Windows Server 2003, Standard Edition	Win2K3	6.2.0.142	Building #44123, Servers, Win2K3
\\TECHPUBS-XP02	Working	Microsoft Windows XP Professional	WinXP	6.2.0.129	Building #44123, Technical Publications, WinXP
\\TECHPUBS-XP03	Offline	Microsoft Windows XP Professional	WinXP	6.2.0.129	Building #44123, Technical Publications, WinXP

Previous 10 Display 10 rows per page Next 10

patchlink Install View Enable Disable Remove Deploy Export Scan Now Reboot Now

Figure 4.15 Computers

4. Click **Install**

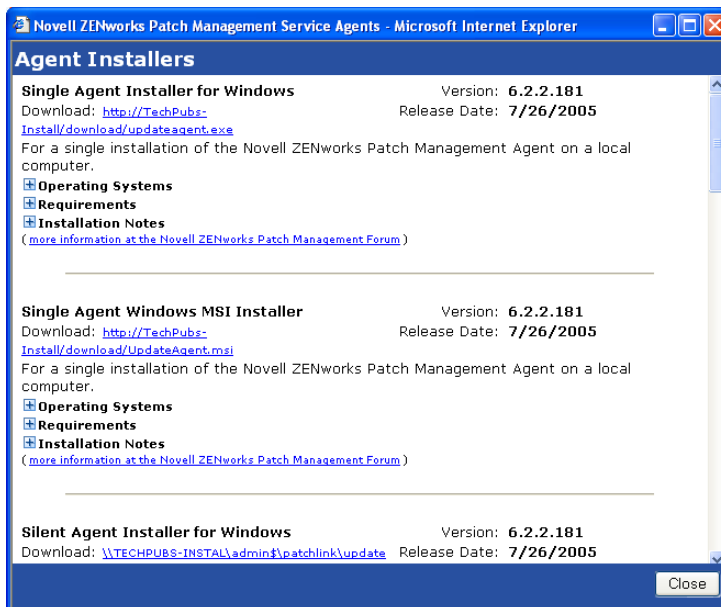


Figure 4.16 Agent Installers

5. Click the **Silent Agent Installer for Windows** download link ([\\servername\admin\\$\patchlink\update](#)) and copy the folder contents to a (\UpdateAgent) folder within a network share
6. Modify the `netinstall.bat` batch file (included in the directory with the installation files) to reference your working directory
7. Add the following lines to your *Network Login Script*:

```
CD \serv\share\update  
netinstall.bat
```



Note: Refer to your Network Operating System documentation for specific instructions on calling batch files and shell commands for the proper syntax for your organization.

- It is also possible just to run the installation program directly using the command:
`setup.exe -s` which will run the setup executable in silent mode using the `SETUP.ISS` response file

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