High Availability Configuration ZENworks. Mobile Management 2.7.x

March 2013



Legal Notices

Novell, Inc., makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc., makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. See the Novell International Trade Services Web page (http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2012-13 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc. 1800 South Novell Place Provo, UT 84606 U.S.A. www.novell.com

Online Documentation: To access the latest online documentation for this and other Novell products, see the Novell Documentation Web page (http://www.novell.com/documentation).

Novell Trademarks

For Novell trademarks, see the Novell Trademark and Service Mark list (http://www.novell.com/company/legal/trademarks/tmlist.html).

Third-Party Materials

All third-party trademarks are the property of their respective owners.

Table of Contents

High Availability Configuration

High Availability Configuration

Consider Network Load Balancing and SQL Server Failover Cluster setups to prevent or limit disruption if a component fails. Although it is not required that you use both setups, implementing both is recommended in order to accomplish a true High Availability environment.

Step 1: Configuring Network Load Balancing and SQL Server Failover Cluster

If you are planning on configuring a highly available *ZENworks Mobile Management* setup with Network Load Balancing and SQL Failover Clusters, refer to the links below. Network Load Balancing and/or SQL Failover Clusters should be configured prior to installation of the *ZENworks Mobile Management* components.

- Configuring network load balancing in Windows Server 2003
 http://support.microsoft.com/kb/323437
- Configuring network load balancing in Windows Server 2008 or 2008 R2 http://technet.microsoft.com/en-us/library/cc754833%28WS.10%29.aspx
- Configuring SQL Server failover cluster in Microsoft SQL Server 2008 http://msdn.microsoft.com/en-us/library/ms179530%28v=SQL.100%29.aspx
- Configuring SQL Server failover cluster in Microsoft SQL Server 2008 R2 http://msdn.microsoft.com/en-us/library/ms179530%28v=SQL.105%29.aspx

Important Considerations

If you have configured your system with multiple Web servers for Network Load Balancing, be aware that:

- If you implement a Web Garden, the feature should be adjusted on all servers running the *ZENworks Mobile Management* Web/HTTP component.
- When you upgrade *ZENworks Mobile Management*, all Web/HTTP server boxes must be updated to the same version.

Step 2: Installing ZENworks Mobile Management in a Network Load Balanced Environment

If you are configuring servers for a Network Load Balanced setup, there are some specifics you must adhere to during the *ZENworks Mobile Management* installation. You are essentially installing the *ZENworks Mobile Management* Web/HTTP component on two servers.

When you Install the *ZENworks Mobile Management* SQL Database Component, use the actual IP address (or domain name) when defining the location of the SQL server that will be used. Do not select the "(local)" option for the server address.

This ensures that the database and Web components can communicate. You will also define the SQL server address when installing the *ZENworks Mobile Management* Web/HTTP component. Because at least one installation of the *ZENworks Mobile Management* Web/HTTP component will be housed on a separate server, it must have the actual SQL server address.

The MDM.ini file that is generated during the Web/HTTP installation contains an encrypted ConnectionString that includes the SQL server location.

1. During the installation of the *ZENworks Mobile Management* SQL Database component, use the actual IP address (or domain name) when defining the location of the SQL server that will be used.

| 船 SQL Check | | - IX |
|------------------------------|---|------|
| Enter the SQ Mobile Manag | L Server and sa password where the ZENworks gement database should be installed. | |
| SQL Server | 123.456.7.890 | • |
| sa password | ****** | |
| | | |
| | Next | Exit |
| | | |

| 🐺 Novell ZENworks Mobile Management SQL Database Setup | _ 🗆 🗙 |
|--|--------|
| SQL Server Information SQL Server and Username/Password information | |
| Please select a SQL Server to install the database to. | |
| 123.456.7.890 | |
| sa password: | |
| Please enter the username and password of the SQL Server login to create. This will be used to access the database. | |
| The SQL Server password policy will not be enforced when creating this login. | |
| Username: | |
| Password: | |
| Confirm Password: | |
| Wise Installation Wizard (R) | |
| < Back Next > | Cancel |

2. During the installation of the *ZENworks Mobile Management* Web/HTTP component, use the IP address of the server that contains the *ZENworks Mobile Management* SQL Database when you are prompted for the SQL server location.

| 🔂 Novell ZENworks Mobile Manage | ement Web/HTTP Component Setup | _ 🗆 × |
|---|--|--------|
| SQL Server Information SQL Server, username, and passwo | ord. | |
| Please select the SQL Server to Database was installed to, and the SQL Server login that was in Management SQL Database in | the ZENworks Mobile Management I enter the username and password of created during the ZENworks Mobile istallation. | |
| SQL Server: 123.456.7.8 | 890 | • |
| Username: zenuser | | |
| Password: | | |
| Wise Installation Wizard (R) | < Back Next > | Cancel |

3. Use the same information to install the ZENworks Web/HTTP component on a second server.

4. Copy the MDM.ini file (Install Directory\MDM.ini) from the server where the first instance of ZENworks Mobile Management Web/HTTP was installed. Paste the copy into the same directory of any subsequent ZENworks Mobile Management Web/HTTP installation on a separate server, overwriting the original.

There is one entry in the ZENworks Mobile Management database for the ConnectionString and it is inserted in the "MDM.ini" file during the first ZENworks Mobile Management Web/HTTP installation. Copying and pasting ensures that the entry is the same on all instances of the ZENworks Mobile Management Web/HTTP installation.

This is necessary because the ConnectionString is encrypted with random characters during each subsequent *ZENworks Mobile Management* Web/HTTP installation, so even though the data contained within the encrypted string is the same, the encrypted strings themselves are not the same.

| rganize 🔻 🎒 Open 💌 Sha | are with 🔻 Print New folder | | | H - 🔟 (|
|------------------------|----------------------------------|--------------------|------------------------|---------|
| 🔆 Favorites | Name * | Date modified | Туре | Size |
| 🧾 Desktop | 🔒 backups | 6/12/2012 11:01 AM | File folder | |
| 🚺 Downloads | Logs | 6/15/2012 12:04 AM | File folder | |
| 🔢 Recent Places | \mu php | 5/23/2012 8:20 AM | File folder | |
| 1 iku suiss | 📗 template | 5/23/2012 8:20 AM | File folder | |
| Turaries | 🔋 update logs | 6/12/2012 11:01 AM | File folder | |
|) 🚽 Music | 길 web | 5/23/2012 8:20 AM | File folder | |
| Pictures | 📜 ZendFramework | 5/23/2012 8:20 AM | File folder | |
|) 🔣 Videos | Tza 7za | 4/26/2012 3:52 PM | Application | 574 Ki |
| | 📄 DropDatabase | 12/15/2011 8:25 AM | Microsoft SQL Serv | 1 KI |
| Computer | 📄 DropUser | 5/23/2012 8:15 AM | Microsoft SQL Serv | 1 KI |
| Local Disk (C:) | exclude | 4/26/2012 3:54 PM | Text Document | 1 KI |
| | astbackupinfo | 6/12/2012 11:01 AM | File | 1 KI |
| 📮 Network | MDM (| 5/23/2012 8:20 AM | Configuration settings | 3 KI |
| | ()) mdm_s | 5/22/2012 1:56 PM | Icon | 289 K |
| | ()) mdm_w | 5/22/2012 1:56 PM | Icon | 289 K |
| | 🚳 ntc_mdm_AdminAuthenticator.dll | 5/18/2012 3:49 PM | Application extension | 100 KI |
| | 🚳 ntc_mdm_AdminRoles.dll | 5/18/2012 3:50 PM | Application extension | 85 K |
| | 🚳 ntc_mdm_AirProxy.dll | 5/18/2012 3:47 PM | Application extension | 521 K |
| | 🚳 ntc_mdm_AirSyncParser.dll | 5/18/2012 3:43 PM | Application extension | 181 K |
| | 🚳 ntc_mdm_APN.dll | 5/18/2012 3:50 PM | Application extension | 78 K |
| | althe i see an i m | | • • • • • | |

5. After you have overwritten the MDM.ini file on a *ZENworks Mobile Management* Web server, IIS must be reset on the server for the changes to take effect.