



ZENworks[®]

Patch Management

User Guide

Agent Management Center v6.3

Novell[®]

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Preface

This Agent Management Center v6.3 User Guide is a resource written for all users of the Novell Agent Management Center (AMC). This guide defines the concepts and procedures for installing, implementing, and using the AMC.

About This Guide

This guide contains the following chapters and appendices.

- **Chapter 1, “Installing the Agent Management Center”** - Walks you through the installation of the Agent Management Center
- **Chapter 2, “Getting Started with the AMC”** - Walks you through the configuration and usage of the Agent Management Center
- **Chapter 3, “Discovering Available Nodes”** - Defines the various methods to discover nodes
- **Chapter 4, “Installing Your ZENworks Patch Management Agents”** - Defines the various methods to install your ZENworks Patch Management Agents
- **Chapter 5, “Managing Your ZENworks Patch Management Agents”** - Identifies the multiple management features of the Agent Management Center
- **Appendix A, “Index”**



Tip: This document is updated on a regular basis. To acquire the latest version of this document please refer to the Novell Support Web site (www.novell.com/support)



Document Conventions




The following conventions are used throughout this document to help you identify various information types:

Table 0.1 Document 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

The icons used throughout this document identify the following types of information:

Table 0.2 Icons Used

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



1 Installing the Agent Management Center

The ZENworks Patch Management Server features an enterprise-wide agent distribution and management utility. The Agent Management Center (AMC) utility allows you to perform network discovery tasks, install and uninstall ZENworks Patch Management Agents and perform agent management functions, such as adding agents to groups and roles and removing agents from the ZENworks Patch Management Server database.

The AMC allows you to automatically discover computers through Reverse DNS Lookup within a specified IP Address range, within a Windows domain, or within an LDAP Organizational Unit. The results of the discovery will then identify which computers have the ZENworks Patch Management Agent installed, and facilitate the installation of the agent on those computers which do not.

Installation Pre-requisites

Supported Operating Systems

The AMC is supported on the following operating systems:

- Microsoft Windows Server™ 2003, Standard Edition with SP1
- Windows Server 2003, Enterprise Edition with SP1
- Windows Server 2003 R2, Standard Edition
- Windows Server 2003 R2, Enterprise Edition
- Microsoft Windows XP Professional with SP2

Minimum Installation Requirements

- 512 MB of RAM
- 200 MB of Free Disk Space (During Installation)
- 100 MB of Disk Space (After Installation)
- Local / Domain Administrator or Administrator Equivalent
- Microsoft .NET Framework 1.1
- Intel Pentium 4 (or equivalent) Processor



Installing the Agent Management Center

The Agent Management Center (AMC) can be installed on your ZENworks Patch Management Server or any computer that can connect to your Patch Management Server, however for performance reasons we recommend that the AMC not be installed on the Patch Management Server.

To install the Agent Management Center

1. Browse to and open the AMC Installation file
 - The AMC Installation file is available from either the Novell KnowledgeBase (search for AMC) or the *ZENworks Patch Management > Computer > Agent Installers* Page

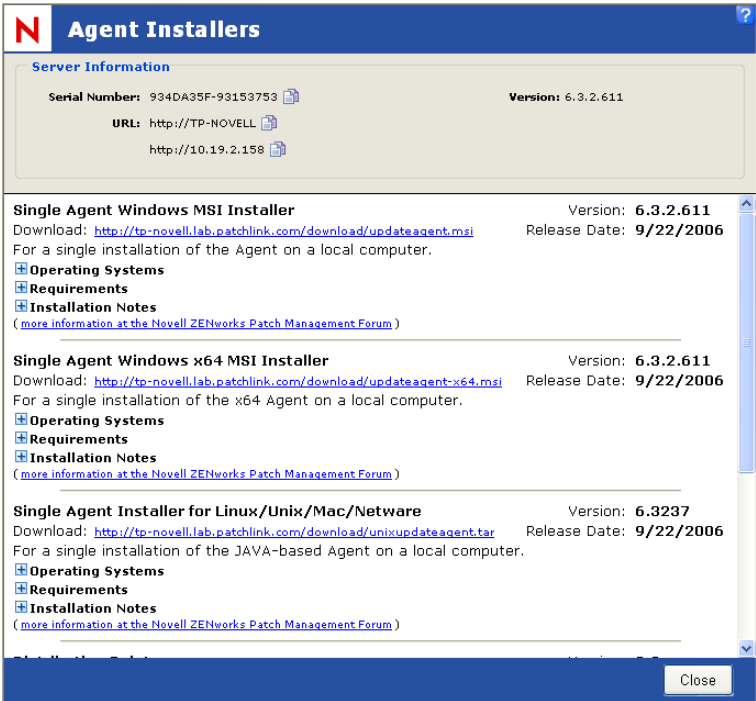


Figure 1.1 Agent Installers Page

- a. If you have downloaded the installation file from the Novell KnowledgeBase, simply double-click the downloaded file to begin the AMC installation
- b. If you are downloading the file from the Agent Installers page, select the Agent Management Center download link to begin the installation



2. Click **Next** to proceed through the *Welcome* page

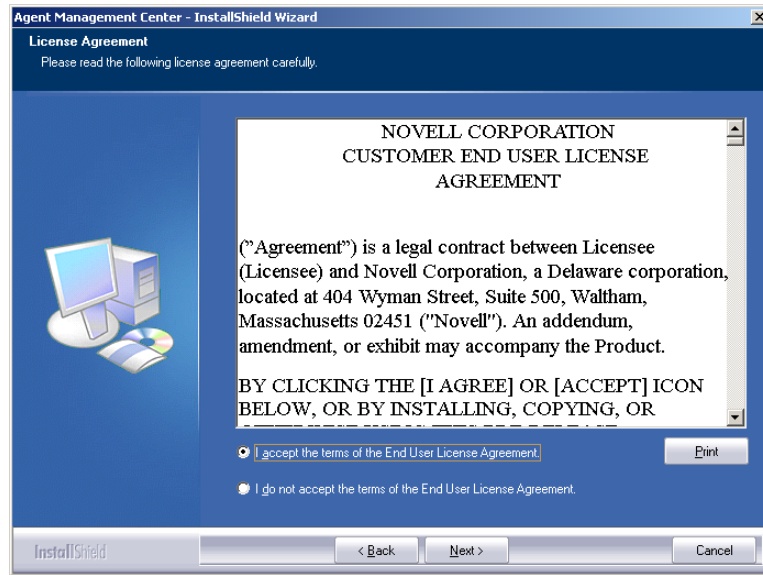


Figure 1.2 End-User License Agreement

3. If you agree to the license terms, select the **I accept the terms of the End User License Agreement** option and click **Next**



Note: You must agree to the *License Agreement* to continue with this installation.



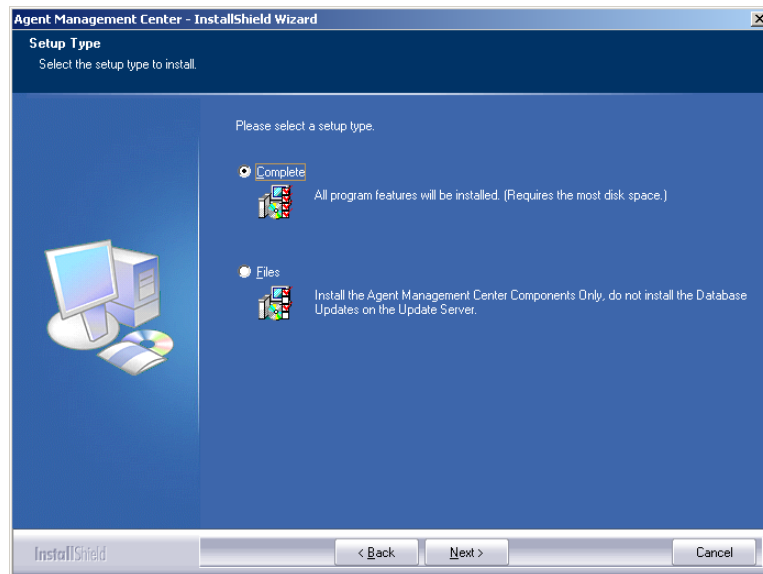


Figure 1.3 Select Installation Type

4. Select whether to:
 - Perform a **Complete** installation: Installs all AMC components including the Database Updates required for your Patch Management Server. *Required for first time installation.*
 - Install only the AMC **Files** - Installs ONLY the AMC components



Note: **Complete** installation must be chosen the first time you install AMC to update your *Patch Management Server* Database and install necessary AMC components to the Patch Management Server. After performing a **Complete** installation once, you can select to install **AMC Files Only** for any subsequent installations, unless you are installing a newer version of the AMC.

5. Click Next

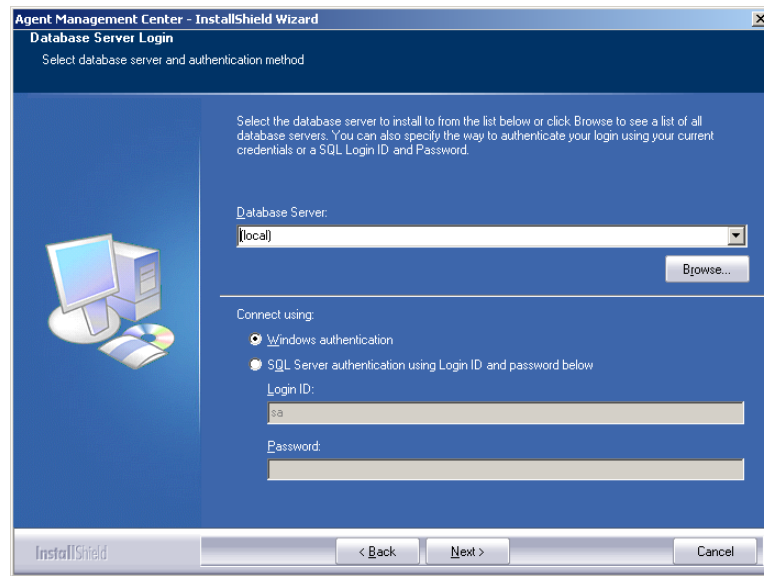


Figure 1.4 Select Database and Login

6. Select the name of your ZENworks Patch Management Server database from the **Database** drop-down



Note: If your ZENworks Patch Management Server is not listed in the **Database** drop-down list, click **Browse...** to perform a search of all available databases. If you do not see the Patch Management Server in your browse, you may still be able to type the hostname into the Database entry.

7. Select whether to connect using **Windows authentication** or **SQL Server authentication**



Note: If you choose **SQL authentication**, it is recommended that you create a SQL user account on the Patch Management Server, specifically to connect to the Patch Management Server, and not use the **sa** user account. The **sa** user account should not be changed, nor the password, as there are internal Patch Management Server functions that use this account and password as created.

When creating a SQL account, it should have admin level access to the Patch Management Server, PLUS Staging and PLAMS databases (the PLAMS database is created the first time you install the AMC).





Tip: When using **Windows Authentication**, you can establish a Trusted Connection by creating the same user account in the User Page of Patch Management Server with the same password as the one logged in currently on the AMC.

By way of example: if AMC is logged in as **JoeC** with password **gl4ss3s**, you can establish a trusted connection by going to the User Page of Patch Management Server and creating the same user account with the same password **JoeC** and **gl4ss3s**.

8. Click Next

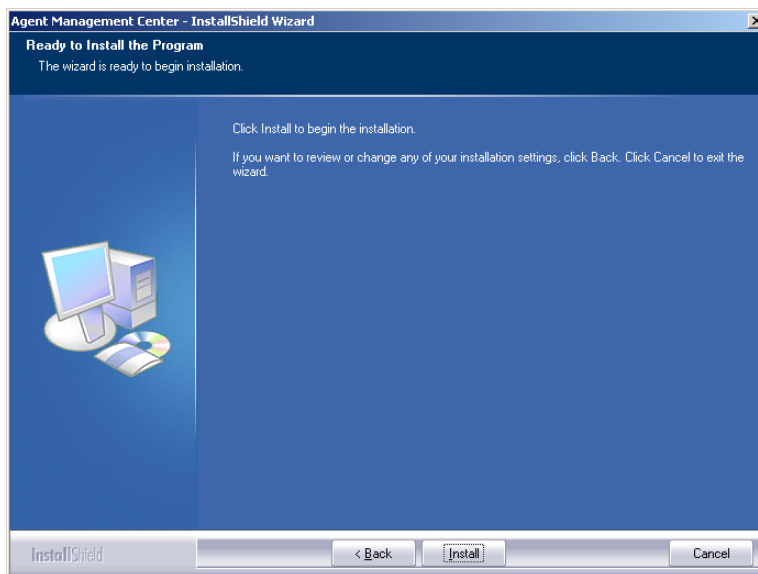


Figure 1.5 Begin the Installation

9. Click **Install** to begin the installation

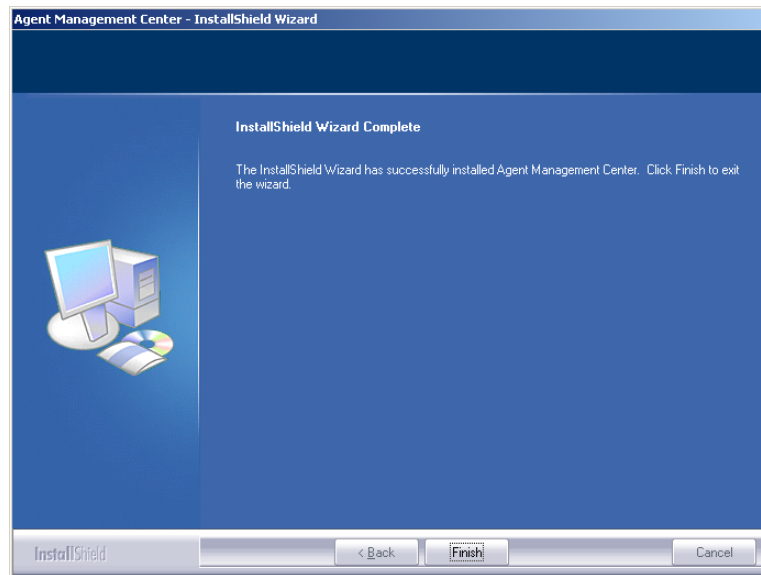


Figure 1.6 Finish Wizard

10. Click **Finish** to close the wizard





2 Getting Started with the AMC

When opening the Agent Management Center (AMC), you will be asked to connect to the ZENworks Patch Management Server using either Windows Authentication, or SQL Authentication. To connect to your Patch Management Server, first provide your server name, then select either Windows Authentication, or SQL Server Authentication, and enter appropriate Login name and Password information.

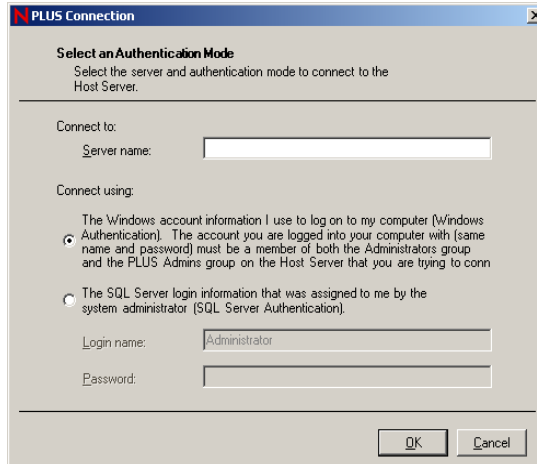


Figure 2.1 Agent Management Center opening connection screen



Note: If **SQL authentication** is it is recommended that you not change the password of the default **sa** user for your SQL Server. You should use or create an admin level SQL account on the Patch Management Server and then use that account and password here to connect to the Patch Management Server.

When creating a SQL account, it should have admin level access to the PLUS, PLUS_Staging and PLAMS databases.

For **Windows authentication**, in a workgroup setting, the account that you are logged into on the AMC, must match credentials on your Patch Management Server.



The AMC Welcome screen guides you through the steps required to successfully discover, install and manage your agents using the AMC.

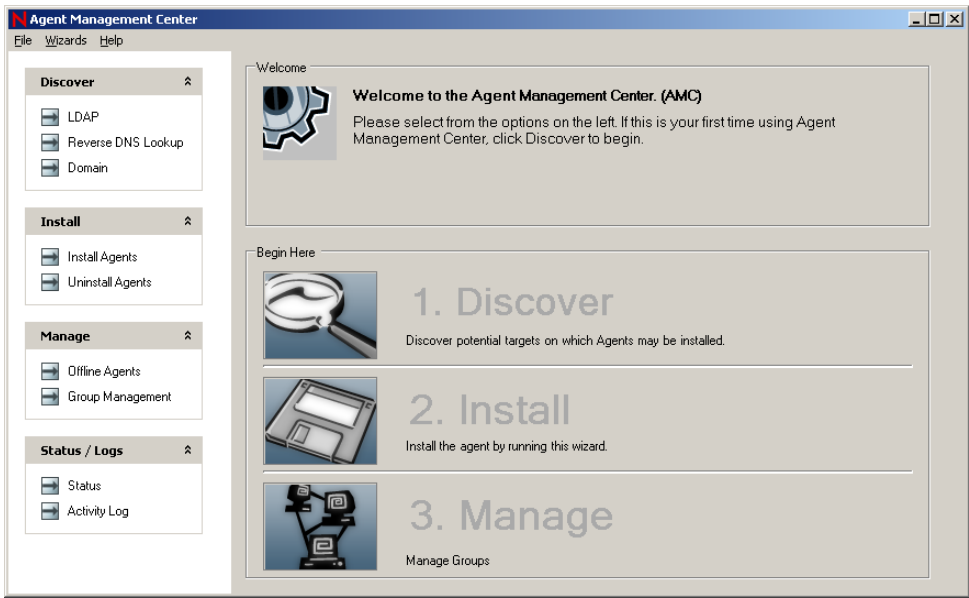


Figure 2.2 AMC Welcome Screen



Note: There are no credentials by default upon installation of AMC, because they will be unique for every network. Credentials will facilitate the validation process prior to the installation of an agent on any machine. You must create a credential that is a domain level admin, where domain access is pertinent, such as Domain or LDAP scans, or at least Local Admin in the case of workgroup machines, where you are doing a reverse DNS lookup.



Warning: Because, in the process of creating a credential, you will supply a password, any devices that use that login name, but a different password, will fail validation. Also, in all cases, if password changes are forced periodically, the change must also be reflected in the credential used for discovery in AMC, to prevent user account lockout caused by the AMC attempting to validate credentials that have changed on some or all devices.

The credential used to discover nodes will show up in the security logs of the stations discovered because the credential will be periodically validated.





Tip: It is strongly recommended that any credentials created for use in discovery of nodes for AMC agent installation, contain the letters AMC in the name to facilitate administrator troubleshooting of node security logs or account lockouts. Because AMC will repeatedly validate credentials on all nodes, it may appear to be a security breach unless it is recognizable to be AMC doing its own validation of accounts.

Managing Credentials

Because the installation of ZENworks Patch Management Agent to each PC requires a validated account access to each PC, AMC will prompt you to create credentials that will facilitate the installation process. These credentials will then be validated and frequently re-validated to insure that changes are kept current.

Creating Credentials

To Create a New Credential

1. Open the Manage Credentials screen from the **File > Credentials** menubar

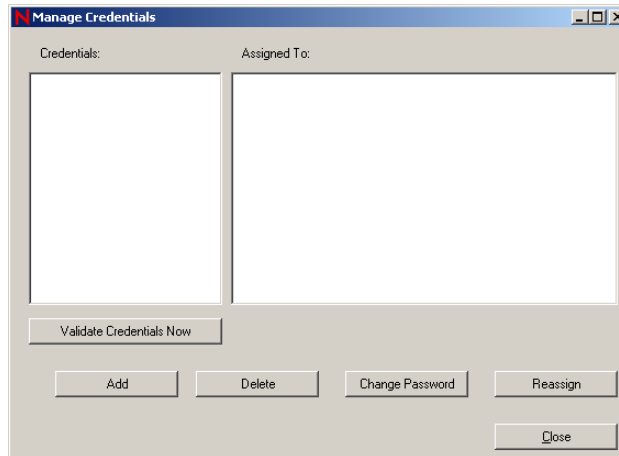
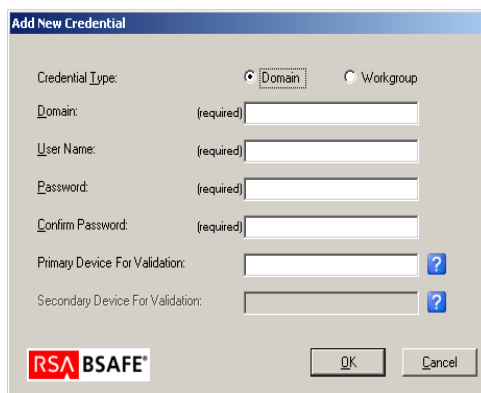


Figure 2.3 Manage Credentials Opening Screen



2. Click **Add**



The image shows a Windows-style dialog box titled "Add New Credential". It has a light gray background and a blue title bar. At the top, there are two radio buttons for "Credential Type": "Domain" (which is selected) and "Workgroup". Below this, there are four text input fields, each labeled with a field name and "(required)" to its right: "Domain:", "User Name:", "Password:", and "Confirm Password:". Below these are two more text input fields labeled "Primary Device For Validation:" and "Secondary Device For Validation:", each followed by a blue question mark icon. At the bottom left is the "RSA BSAFE" logo. At the bottom right are "OK" and "Cancel" buttons.

Figure 2.4 Add New Credentials

3. Select Credential Type

- a. If **Domain** is selected, type Domain name in the appropriate field
- b. If **Workgroup** is selected, Domain field will be unavailable

4. Type the **User Name**

5. Type the **Password**

6. Re-type the **Password** to confirm

7. Optional - **Device for validation** fields when in a workgroup setting

- c. An entry in **Primary Device for Validation** should be another PC, besides the AMC, that the entered credential exists on, that can be used to validate that credential
- d. An entry in **Secondary Device for Validation**, would serve as a backup to the primary selection

8. Click **OK** to create the credential

Reassigning Credentials

When a network discovery is successful, the credentials used to discover that system are stored as its default credentials. If you wish to reassign the credential assigned to one or more computers, first insure that you have at least two credentials available.

1. Select the credential currently assigned to the computers you wish to reassign
2. Select the computers you wish to reassign
3. Click **Reassign** on the *Manage Credentials* page
The *Change Assigned Credential* window opens

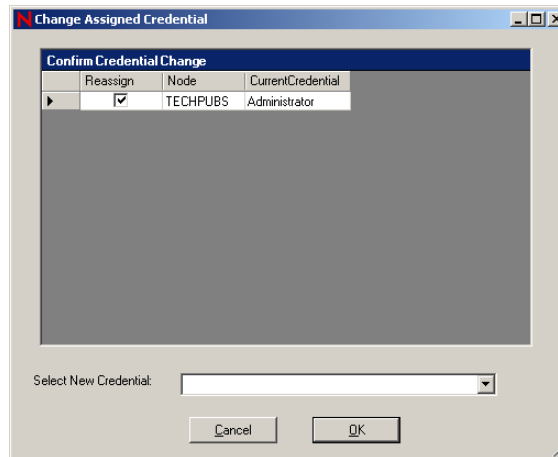


Figure 2.5 Change Credential screen

4. Select the **Reassign** checkbox next to each of the computer(s) to reassign
5. Select **New Credential**
6. Click **OK**



Reassigning Credentials from the Computer Tree-view

You can also reassign a computer’s credential from the Computers Tree-view which you will find in the Install Agents page.

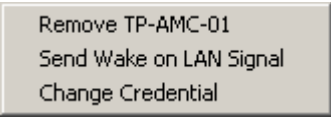


Figure 2.6 Right-Mouse Menu -- Install Agents Tree-View

To Reassign Credentials from the Tree-View

- 1. Right-mouse click on the computer and select **Change Assigned Credential**
The *Change Assigned Credential* window opens

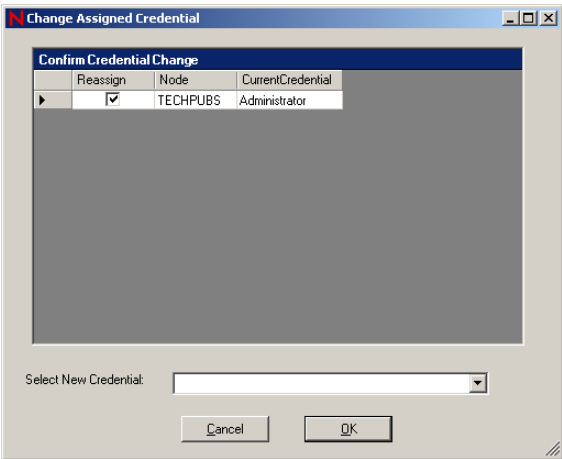


Figure 2.7 Change Assigned Credential

- 2. Ensure that the **Reassign** checkbox is selected for each computer whose credentials will change
- 3. Select **New Credential**
- 4. Click **OK**



Deleting Credentials

To Delete a Credential

1. Select the Credential that is to be deleted



Note: When deleting credentials you must first reassign all of the computers assigned to those credentials.

2. Select all associated computers for that credential
3. Click **Reassign**
4. Select the new credential to use
5. Click **OK**
6. Re-select the credential to delete



Note: Steps 2 through 6 may need to be repeated if there is more than one new credential to which you wish to reassign computers.



Validating Credentials

To Validate a Credential

1. Click **Validate Credentials Now**
2. If all credentials pass the validation, the **Validating** screen will disappear
3. If any credentials fail, AMC will move discovered nodes from that credential, to one of the existing credentials, that will validate that node.



Note: **Validate Credentials Now** allows you to run with **Verify Credentials** unchecked in the configuration screen (see [Figure 2.8](#)) and still keep credentials up to date. The danger of running with **Verify Credentials** off is that it requires that the administrator remember to validate frequently. Invalid credentials can cause account lockouts, when AMC begins its verify process.

The reason the choice exists to turn off automatic validation, is because not all networks are configured to do credential validation without a Domain Controller handling that function.

Configuring the AMC

It is recommended that you use the AMC default configuration settings. However, if it is necessary to modify the defaults for your environment, any modifications can be made through the *Configuration* page.

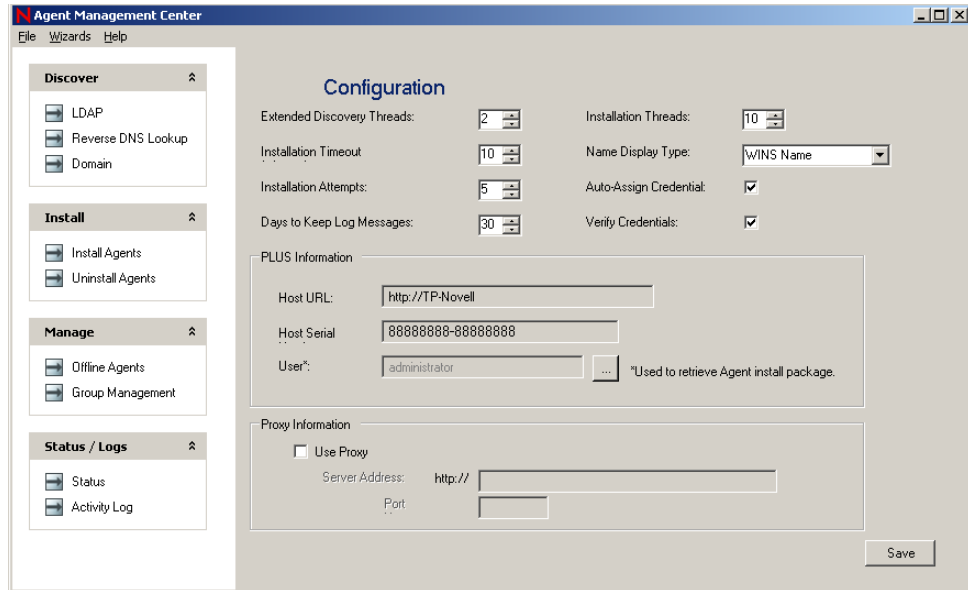


Figure 2.8 Configuration screen

To configure the AMC, open the Configuration page (**File > Configuration**) and ensure that the following parameters are set appropriately for your environment:

- **Extended Discovery Threads** - A process that attempts to identify additional information about discovered computers. This process happens in the background, on a per-computer basis. The Extended Discovery Threads setting, allows you to define the number of threads that can run simultaneously
- **Install Threads** - Allows you to set the maximum number of agent installations that can run simultaneously. If you have selected to install more agents than available threads, all subsequent installation attempts will be suppressed until an agent completes the installation and releases a thread
- **Install Timeout** - Allows you to define the maximum number of minutes the AMC will spend attempting to install an agent. If this time is exceeded, the agent installation will abort



Warning: A large number of simultaneous installations can cause performance delays.



- **Name Display Type** - Allows you to define how each discovered computer will be displayed. Available options are:
 - WINS Name
 - Fully Qualified Domain Name
 - IP Address
- **Install Attempts** - Allows you to define the number of times the agent installation will be attempted
- **Auto-Assign Credential** - Automatically assigns the credentials to a node based upon which credential was successful during discovery
- **Days to Keep Log Messages** - Determines the number of days to build the log of messages
- **Verify Credentials** - Forces a credential validation at each launch of AMC to insure only valid credentials are being used to connect to machines on the network.



Note: This **Verify Credentials** box should remain unchecked if you do not want to have automatic validation of credentials. This will however, leave it to the administrator to do manual checks of the credentials from time to time.

To ensure that the AMC and your agents are able to communicate with your ZENworks Patch Management Server, confirm that the following settings are set appropriately for your environment, and click Save when settings are verified to be correct.

PLUS Information

- **Host URL** - This is the URL path your agent will use when connecting with the Patch Management Server
- **Host Serial Number** - The serial number used when you installed your Patch Management Server

Proxy Information

- **Use Proxy** checkbox -Select to enable the Server Address and Port Number fields
- **Server Address** - This is the address your agents will use to connect to your Proxy Server
- **Port** - The port on which your agents will contact your Proxy Server

3 Discovering Available Nodes

The first step to setup the Agent Management Center is to perform a network discovery. The AMC allows you to automatically discover computers within a specified Windows Domain, IP address range, or a LDAP Organizational Unit. The results of this discovery will then tell you whether the discovered computer has the agent installed, and allow you to install the ZENworks Patch Management Agent, Uninstall the ZENworks Patch Management Agent, remove agents that have been offline for a specified duration, and manage groups.

Using the Discovery and Installation Wizard

1. Start the *Network Discovery Wizard* by selecting **Wizards > Discovery and Agent Installation** from the menubar

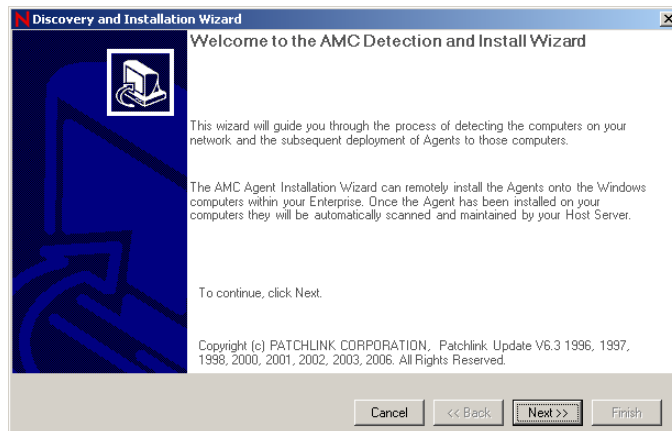


Figure 3.1 Discovery and Agent Installation Wizard



2. Click Next

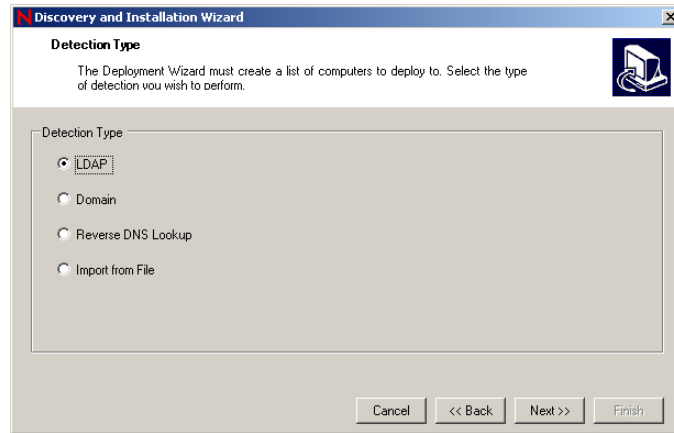


Figure 3.2 Detection Type

3. Select the type of scan to perform and click **Next**

- If performing a **LDAP** scan refer to “[Using the Wizard to Perform an LDAP Scan](#)”
- If performing a **Domain** scan refer to “[Using the Wizard to Perform a Domain Scan](#)”
- If performing a **Reverse DNS Lookup** refer to “[Using the Wizard to Perform a Reverse DNS Lookup](#)”
- If **Importing from File** refer to “[Using the Wizard to Import Data From a File](#)”

Using the Wizard to Perform an LDAP Scan



Warning: With this version of the AMC (6.3), LDAP is only supported if the AMC is installed on a computer within the target domain.

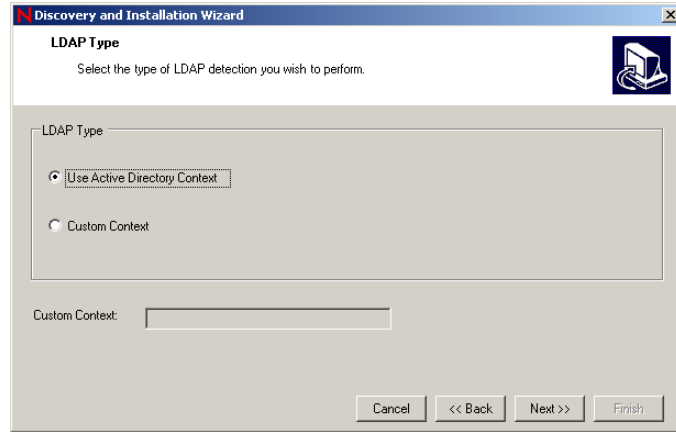


Figure 3.3 Select LDAP Type

1. Select one of the available options:
 - **Use Active Directory Context** - Use this option for Microsoft Active Directory
 - **Custom context** - Use this option to type your LDAP string



- 2. Click **Next**

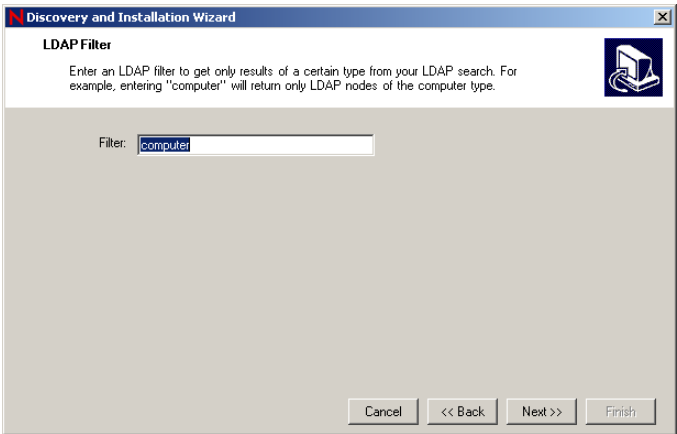


Figure 3.4 Define LDAP Filter

- 3. Enter a **Filter** value if desired (you can filter on any valid LDAP Object type)

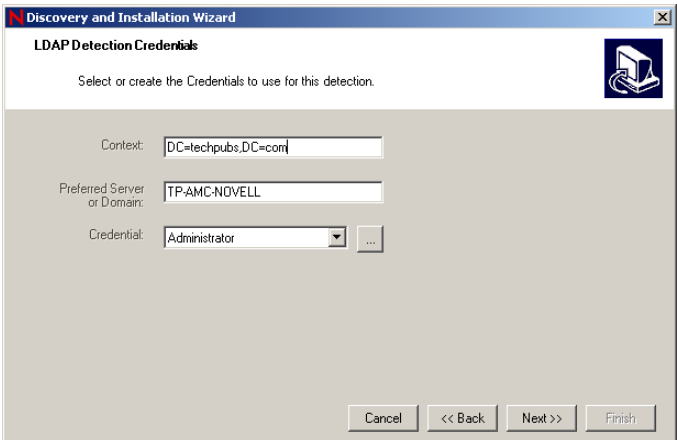


Figure 3.5 Define LDAP Detection Credentials

- 4. Enter an appropriate **Context** value
- 5. Enter a name of a valid LDAP Server in the **Preferred Server** field



6. Select the **Credentials** that should be used for discovery



Note: You must create a credential that is a domain level admin, where domain access is pertinent, such as Domain or LDAP scans.

7. Click **Next**

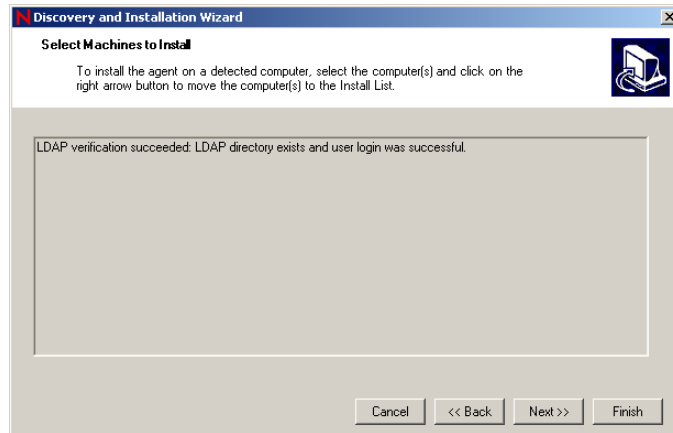


Figure 3.6 Verify LDAP Credentials

- If you entered a valid combination of **Context**, **Server**, and **Credentials** the **LDAP Verification** will succeed and you can continue with the discovery



8. Click **Next**

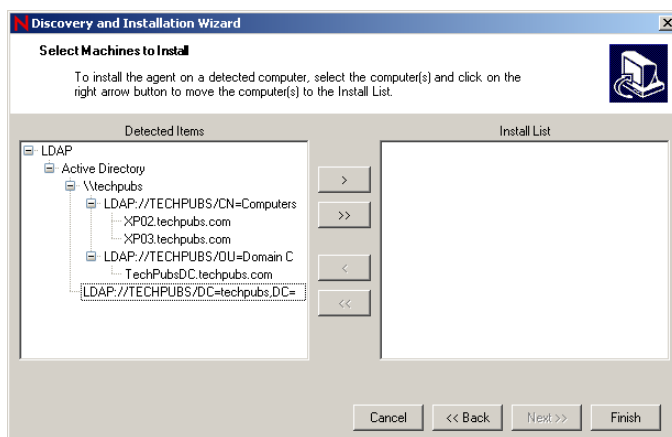


Figure 3.7 Select Target Machines

9. After discovering the available nodes, select the computers on which to install the ZENworks Patch Management Agent
 - To **Add** individually selected computers click the right arrow (>) button
 - To **Add All** computers click the double right arrow (>>) button
 - To **Remove** a selected computer click the left arrow (<) button
 - To **Remove All** selected computers click the double left arrow (<<) button

10. Click **Next**

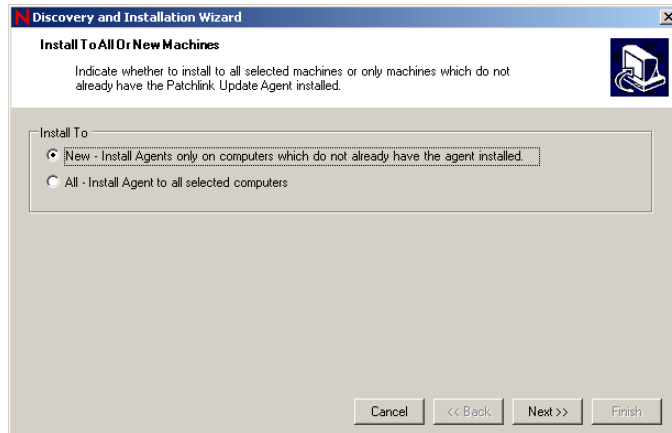


Figure 3.8 Install to New or All Machines

11. Select whether to install the ZENworks Patch Management Agent on:

- Only the selected computers which do not already have a ZENworks Patch Management Agent installed (the **New - Install Update Agent only on computers which do not already have the agent installed** option)
- All selected computers (the **All - Install Update Agent to all selected computers** option)



12. Click **Next**

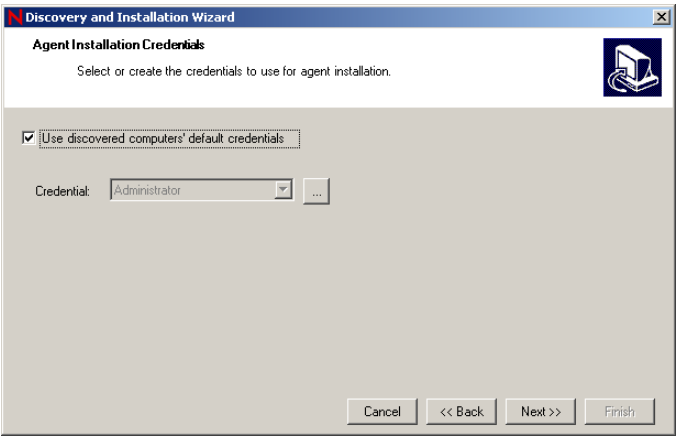


Figure 3.9 Installation Credentials

13. If credentials other than those used during the discovery should be used for installation, deselect the **Use discovered computers' default credentials** option and select the appropriate credentials



Note: If the required credentials are not available in the **Credential:** drop-down list, you can add new credentials by clicking the ellipsis [. . .] button.

If no credential appears when using this method, the credential added was probably not a member of the Domain Admins group on the Domain Server.



14. Click **Next**

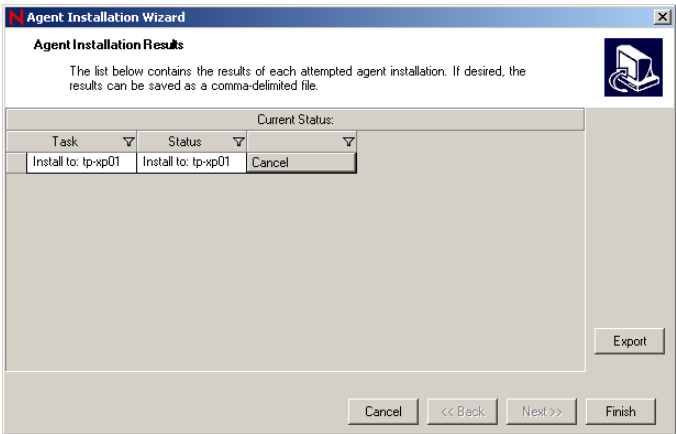


Figure 3.10 Installation Results

15. The *Agent Installation Results* page will show the installation progress, and ultimately, the outcome. A cancel button in the last column indicates the operation is still in progress.



Tip: You can export the results grid to a comma separated (.csv) file for further evaluation outside of the AMC. To perform the export, click **Export**, and define the File Name when prompted.

16. Click **Clear Completed Items** to see only pending agent install jobs.



Note: It is NOT necessary to wait for all of the tasks to show as completed prior to exiting the wizard. If you close the wizard before all tasks have completed, you can see the progress by selecting to view the AMC Status or Activity Log.



Using the Wizard to Perform a Domain Scan

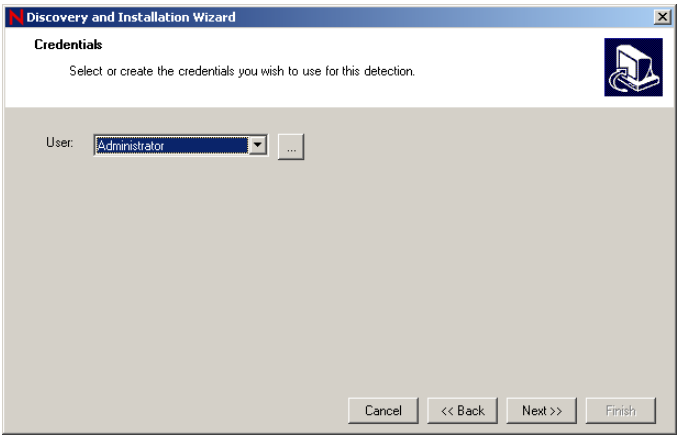


Figure 3.11 Domain Credentials

- 1. Select the desired credentials



Note: You must create a credential that is a domain level admin, where domain access is pertinent, such as Domain or LDAP scans.



2. Click **Next**

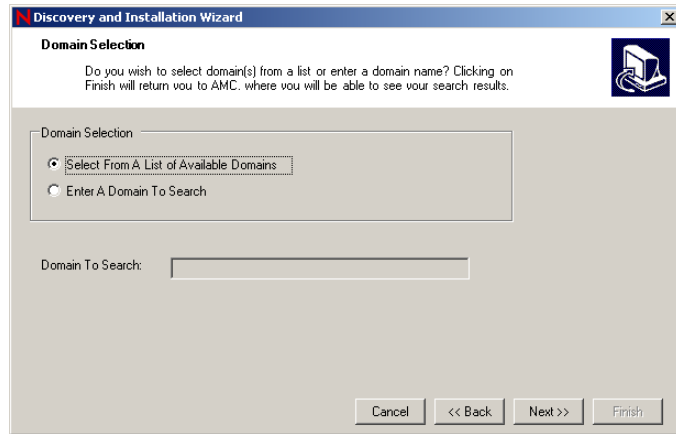


Figure 3.12 Domain Selection

3. Select one of the search options:

- **Select from a list of available domains** - performs a search that will return all available domains
- **Search the __ domain only** - searches the defined domain only

4. Click **Next**

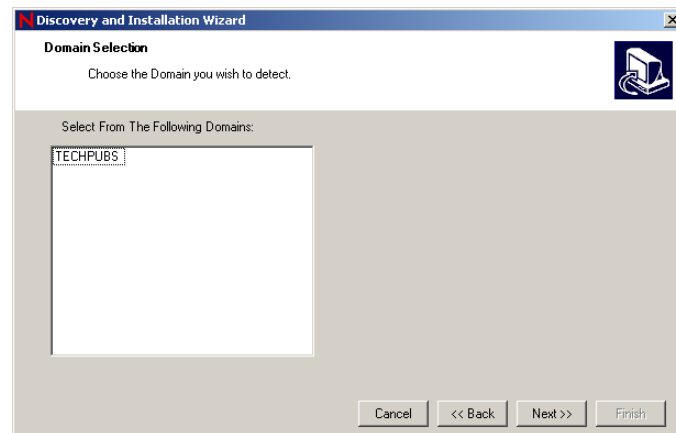


Figure 3.13 Select From Domain List



5. Select a domain (or multiple domains)
6. Click **Next** to search for available nodes

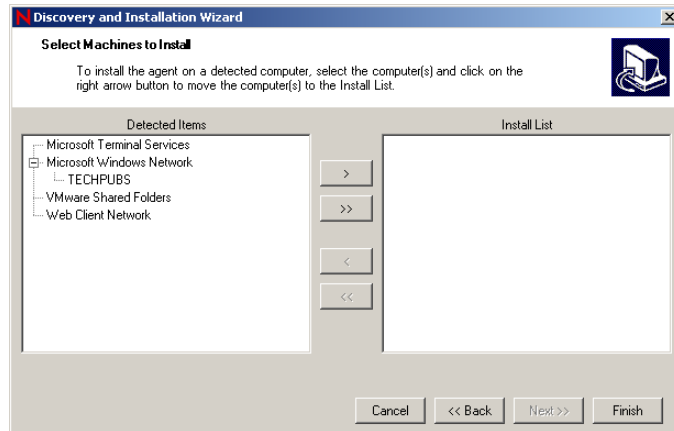


Figure 3.14 Select Target Machines

7. After discovering the available nodes, select the computers on which to install the ZENworks Patch Management Agent
 - To **Add** individually selected computers click the right arrow (>) button
 - To **Add All** computers click the double right arrow (>>) button
 - To **Remove** a selected computer click the left arrow (<) button
 - To **Remove All** selected computers click the double left arrow (<<) button

8. Click **Next**

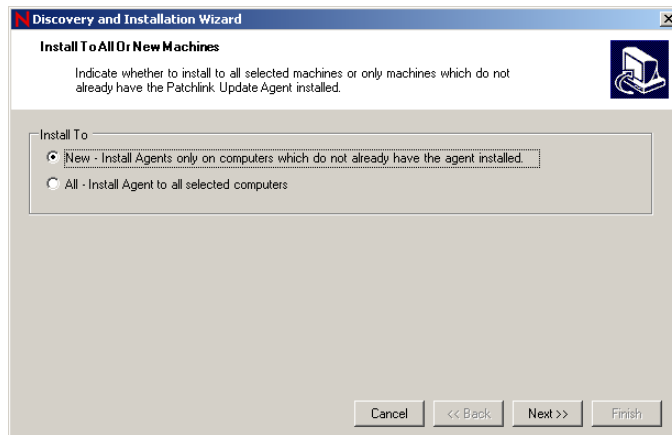


Figure 3.15 Install to New or All Machines

9. Select whether to install the ZENworks Patch Management Agent on:
 - Only the selected computers which do not already have a ZENworks Patch Management Agent installed (the **New - Install Update Agent only on computers which do not already have the agent installed** option)
 - All selected computers (the **All - Install Update Agent to all selected computers** option)



10. Click **Next**

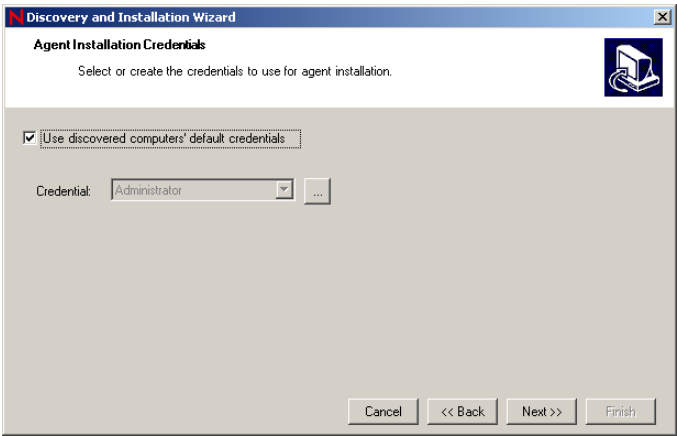


Figure 3.16 Installation Credentials

11. If credentials other than those used during the discovery should be used for installation, deselect the **Use discovered computers' default credentials** option and select the appropriate credentials



Note: If the required credentials are not available in the **Credential:** drop-down list, you can add new credentials by clicking the ellipsis [. . .] button.

If no credential appears when using this method, the credential added was probably not a member of the Domain Admins group on the Domain Server.



12. Click **Next**

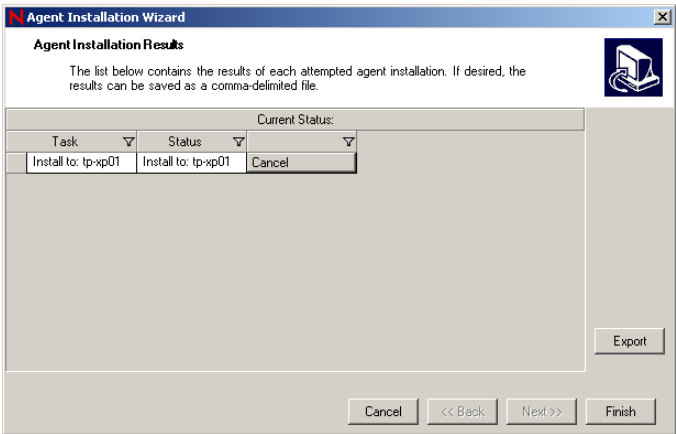


Figure 3.17 Installation Results

13. The *Agent Installation Results* page will show the installation progress, and ultimately, the outcome. A cancel button in the last column indicates the operation is still in progress.



Tip: You can export the results grid to a comma separated (.csv) file for further evaluation outside of the AMC. To perform the export, click **Export**, and define the File Name when prompted.

14. Click **Clear Completed Items** to see only pending agent install jobs.



Note: It is NOT necessary to wait for all of the tasks to show as completed prior to exiting the wizard. If you close the wizard before all tasks have completed, you can see the progress by selecting to view the AMC Status or Activity Log.



Using the Wizard to Perform a Reverse DNS Lookup

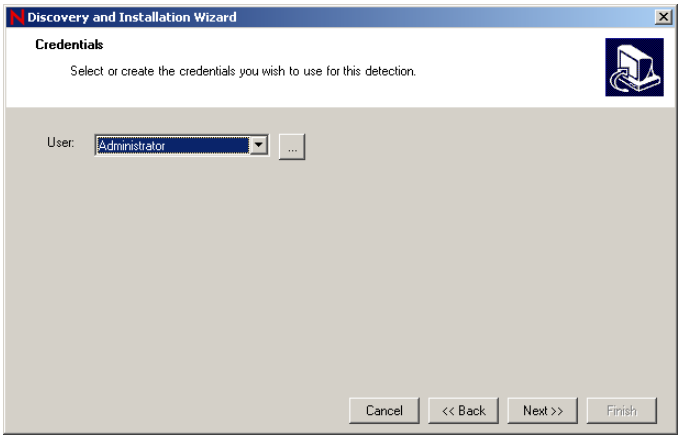


Figure 3.18 DNS Credentials

- 1. Select the desired credentials
- 2. Click **Next**

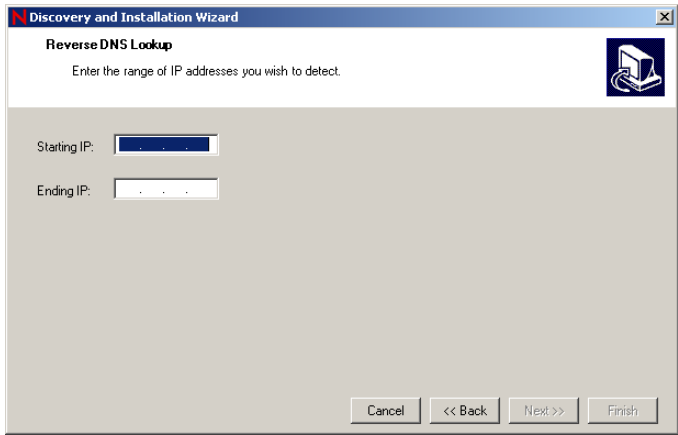


Figure 3.19 Define IP Range

- 3. Enter both a **Starting IP** and **Ending IP**



4. Click **Next**

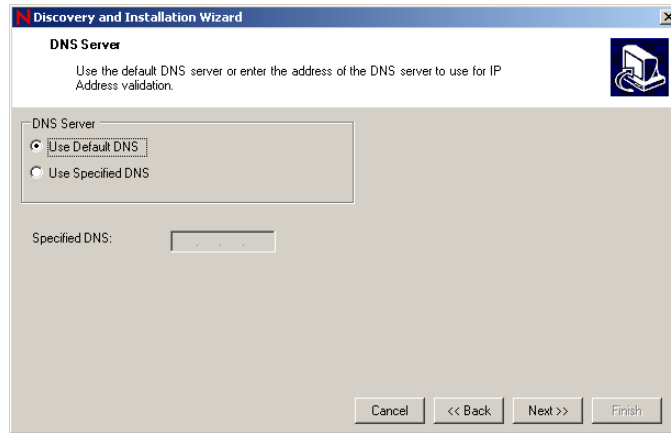


Figure 3.20 Define DNS Server

5. Select whether to use the **Default DNS** or enter a **Specific DNS**
6. Click **Next**

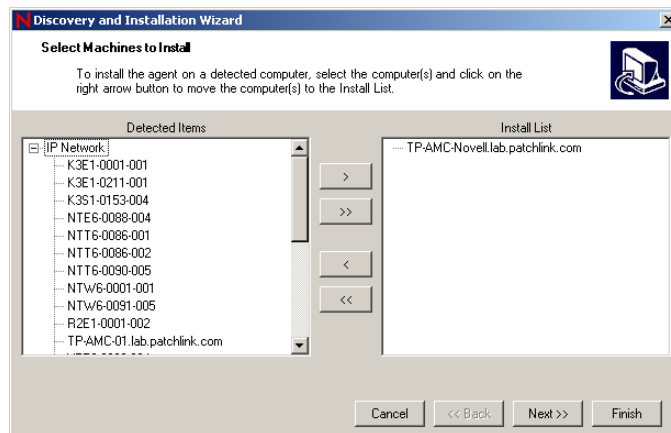


Figure 3.21 Select Target Machines

7. After discovering the available nodes, select the computers on which to install the ZENworks Patch Management Agent



- To **Add** individually selected computers click the right arrow (>) button
 - To **Add All** computers click the double right arrow (>>) button
 - To **Remove** a selected computer click the left arrow (<) button
 - To **Remove All** selected computers click the double left arrow (<<) button
8. Click **Next**

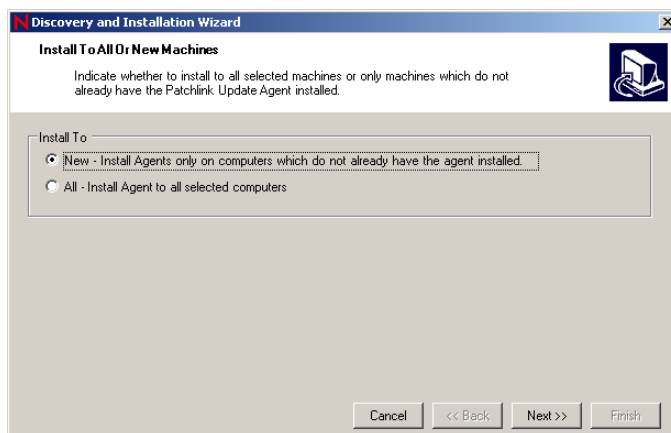


Figure 3.22 Install to New or All Machines

9. Select whether to install the ZENworks Patch Management Agent on:
- Only the selected computers which do not already have a ZENworks Patch Management Agent installed (the **New - Install Update Agent only on computers which do not already have the agent installed** option)
 - All selected computers (the **All - Install Update Agent to all selected computers** option)

10. Click **Next**

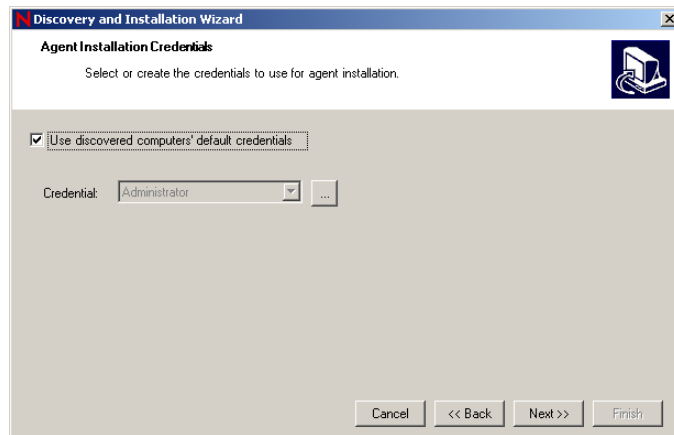


Figure 3.23 Installation Credentials

11. If credentials other than those used during the discovery should be used for installation, deselect the **Use discovered computers' default credentials** option and select the appropriate credentials



Note: If the required credentials are not available in the **Credential:** drop-down list, you can add new credentials by clicking the ellipsis [. . .] button.

If no credential appears when using this method, the credential added was probably not a member of the Domain Admins group on the Domain Server.



12. Click **Next**

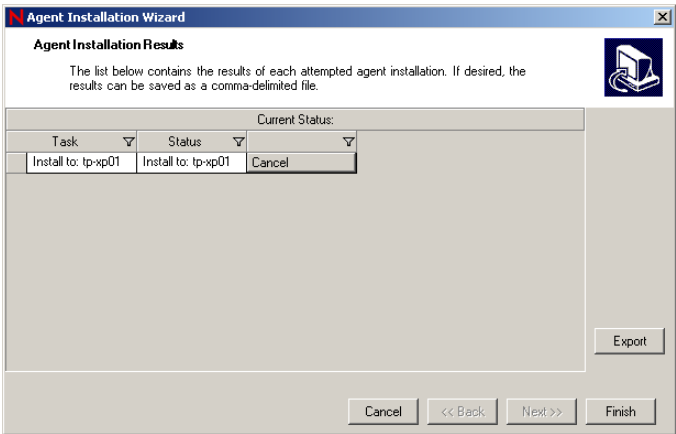


Figure 3.24 Installation Results

13. The *Agent Installation Results* page will show the installation progress, and ultimately, the outcome. A cancel button in the last column indicates the operation is still in progress.



Tip: You can export the results grid to a comma separated (.csv) file for further evaluation outside of the AMC. To perform the export, click **Export**, and define the File Name when prompted.

14. Click **Clear Completed Items** to see only pending agent install jobs.



Note: It is NOT necessary to wait for all of the tasks to show as completed prior to exiting the wizard. If you close the wizard before all tasks have completed, you can see the progress by selecting to view the AMC Status or Activity Log.



Using the Wizard to Import Data From a File

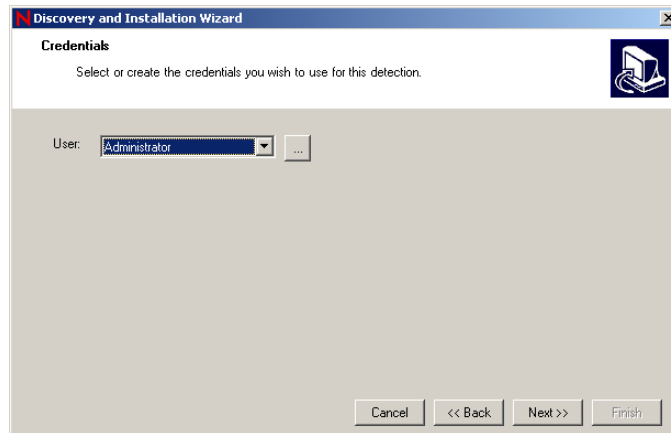


Figure 3.25 Select Credentials

1. Select the desired credentials
2. Click **Next**

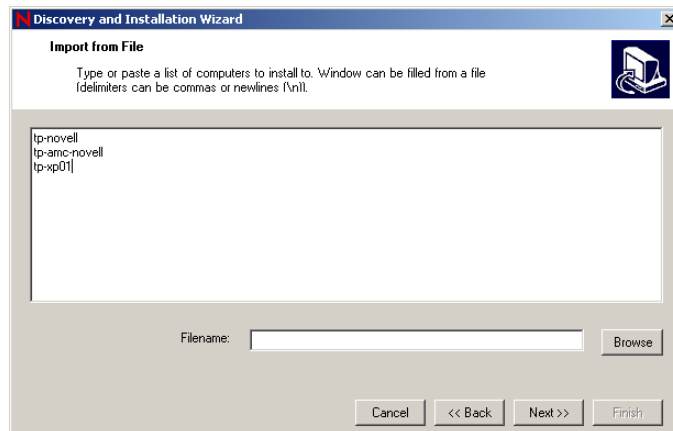


Figure 3.26 Import From File



3. Type or paste the computer details directly in the window, or click **Browse** to open an existing text (.txt) file that contains the desired list of computers



Note: You must include either a valid WINS Computer Name, Fully Qualified Domain Name, or IP Address for each computer. In the text (.txt) file, valid delimiters are commas between the name elements, or \n for a newline.

4. Click **Next**

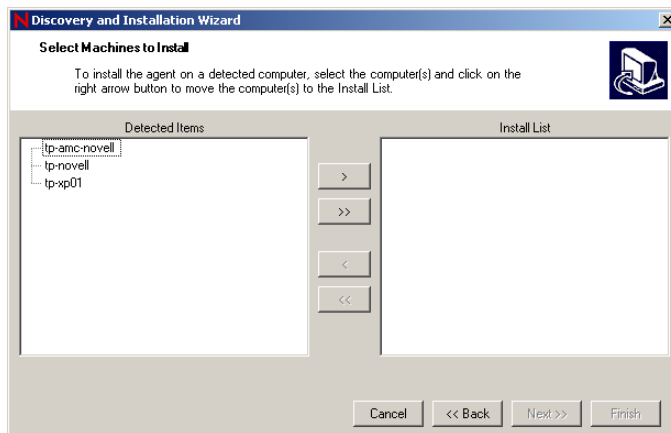


Figure 3.27 Select Target Machines

5. After discovering the available nodes, select the computers on which to install the ZENworks Patch Management Agent
 - To **Add** individually selected computers click the right arrow (>) button
 - To **Add All** computers click the double right arrow (>>) button
 - To **Remove** a selected computer click the left arrow (<) button
 - To **Remove All** selected computers click the double left arrow (<<) button



6. Click **Next**

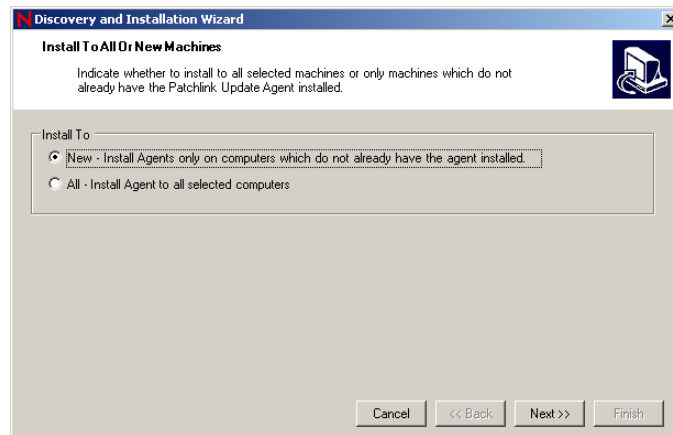


Figure 3.28 Install to New or All Machines

7. Select whether to install the ZENworks Patch Management Agent on:
 - Only the selected computers which do not already have a ZENworks Patch Management Agent installed (the **New - Install Update Agent only on computers which do not already have the agent installed** option)
 - All selected computers (the **All - Install Update Agent to all selected computers** option)



8. Click **Next**

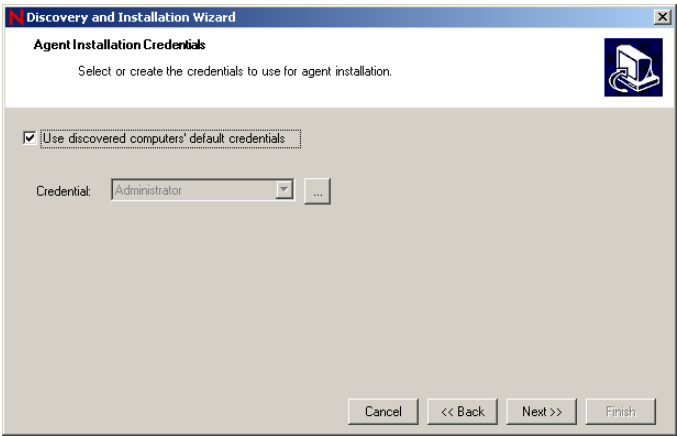


Figure 3.29 Installation Credentials

9. If credentials other than those used during the discovery should be used for installation, deselect the **Use discovered computers' default credentials** option and select the appropriate credentials



Note: If the required credentials are not available in the **Credential:** drop-down list, you can add new credentials by clicking the ellipsis [. . .] button.

If no credential appears when using this method, the credential added was probably not a member of the Domain Admins group on the Domain Server.



10. Click **Next**

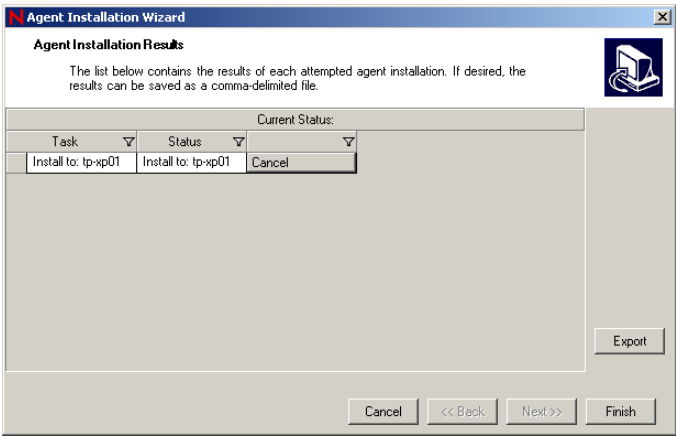


Figure 3.30 Installation Results

11. The *Agent Installation Results* page will show the installation progress, and ultimately, the outcome. A cancel button in the last column indicates the operation is still in progress.



Tip: You can export the results grid to a comma separated (.csv) file for further evaluation outside of the AMC. To perform the export, click **Export**, and define the File Name when prompted.

12. Click **Clear Completed Items** to see only pending agent install jobs.



Note: It is NOT necessary to wait for all of the tasks to show as completed prior to exiting the wizard. If you close the wizard before all tasks have completed, you can see the progress by selecting to view the AMC Status or Activity Log.



Manually Discovering Nodes

There are multiple ways to access many of the functions of AMC, and while the wizard is available for many of the functions, there are some links in the main interface of the AMC that allow instant access to some of those same functions.

Manually Running an LDAP Scan

When running an LDAP scan, you can search and identify computers within an LDAP directory tree.

To perform an LDAP scan:

1. Open the *LDAP Scan* page

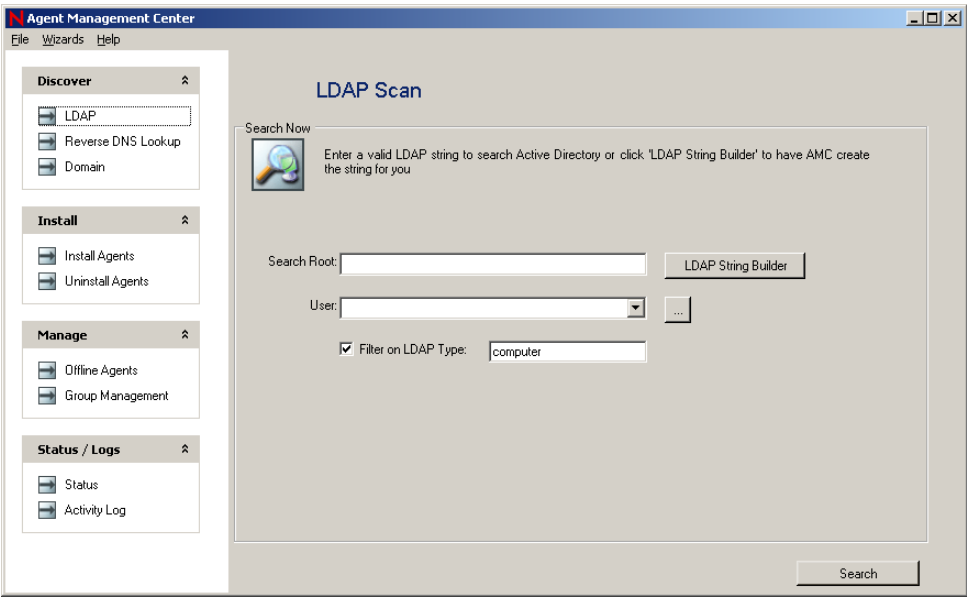


Figure 3.31 Manual LDAP Scan



2. Type a valid search string in the **Search Root:** field or click **LDAP String Builder** to build a search string

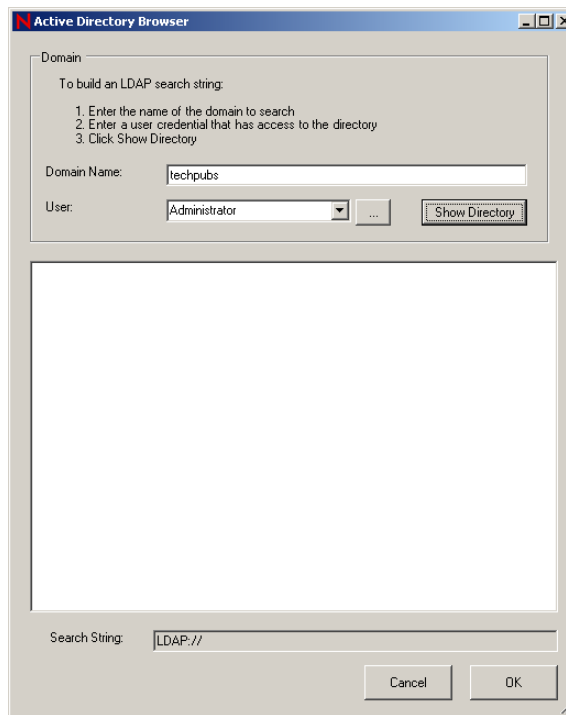


Figure 3.32 Active Directory Browser

- a. Enter the **Domain Name** to search
- b. Enter a **User credential** to search the directory
- c. Click **Show Directory**
- d. Click **OK** when the *Search String* field is properly populated which will take you back to the LDAP Scan page



Note: Typing a different **Domain Name:** and clicking **New Root** will change which Active Directory you are browsing.



3. Click **Search**, which will then begin compiling a list of all discovered nodes



Following the scan, you can view the discovered computers, by opening one of the *Install* views (*Install Agents* and *Uninstall Agents*) or *Group Management Views* (*Offline Agents* and *Group Management*) and expanding the LDAP tree.

Manually Performing a Reverse DNS Lookup

When running a Reverse DNS Lookup, you can search the entire network based upon an IP address range. In order to return the computer name; the computer must have DNS (Domain Name Service) enabled and have it's IP address registered within the DNS Server

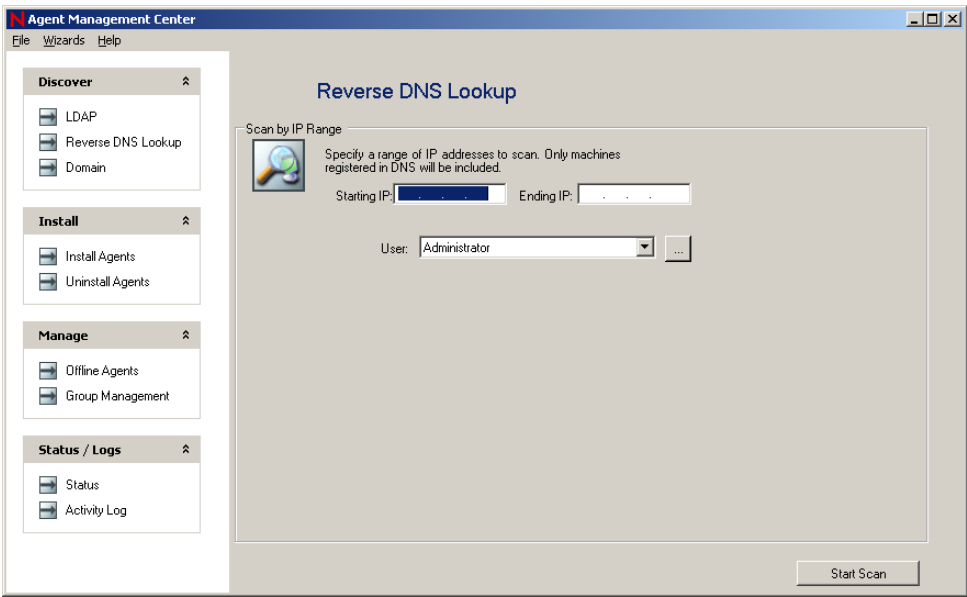


Figure 3.33 Manual Reverse DNS Lookup

To perform a Reverse DNS Lookup

- 1. Set the **Starting IP** value
- 2. Set the **Ending IP** value
- 3. Select the appropriate **User**



4. Click **Start Scan**



Following the scan, you can view the discovered computers, by opening one of the *Install* views (*Install Agents* and *Uninstall Agents*) or *Group Management Views* (*Offline Agents* and *Group Management*) and expanding the IP Network tree.

Manually Running a Domain Scan

When running a domain scan, you can search all available domains, or limit to your search to a particular domain.

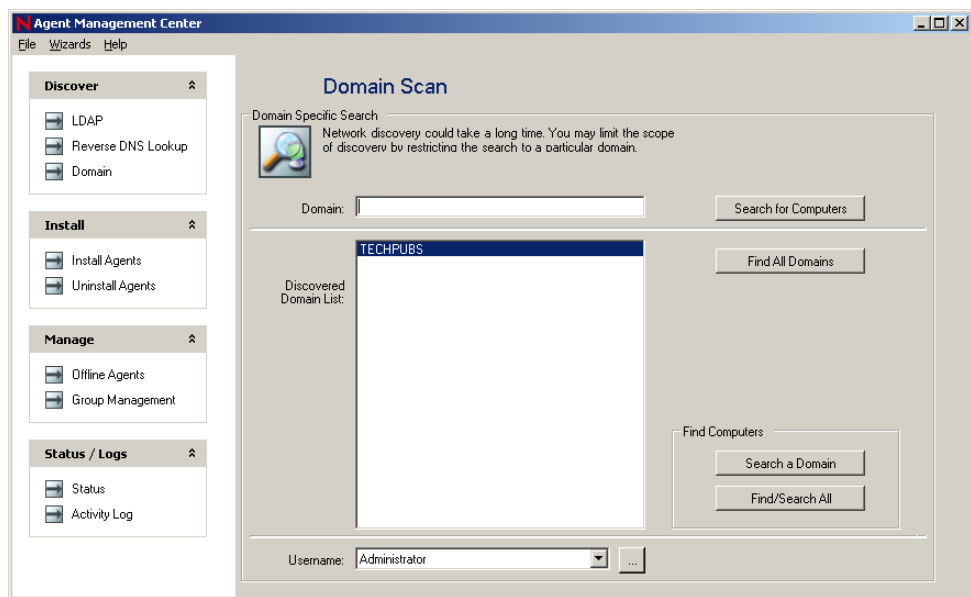


Figure 3.34 Manual Domain Scan

To Search a Specific Domain (Method 1)

1. Select a Username
2. Type a domain name in the **Domain** field
3. Click **Search for Computers**

To Search a Specific Domain (Method 2)

1. Select a Username



2. Click **Find All Domains** to populate the **Discovered Domain List**
3. Select one or more of the discovered domains
4. Click **Search a Domain**

To Search All Domains

1. Select a **Username**
2. Click **Find/Search All** without typing (or selecting) a Domain name



Find/Search All, will always search all of the domains (to which the selected credential has access) while **Search a Domain**, will only search the specified domain.

Following the scan, you can view the discovered computers, by opening one of the *Install* views (*Install Agents* and *Uninstall Agents*) or *Group Management* Views (*Offline Agents* and *Group Management*) and expanding the Microsoft Windows Network tree.

4 Installing Your ZENworks Patch Management Agents

One of the primary functions of the Agent Management Center is installing agents on the computers found within your Domain, IP Range, or LDAP. You have the ability to install agents on all computers found, or only on those computers which do not already have the ZENworks Patch Management Agent installed.

Supported Agent Operating Systems

The AMC will install the ZENworks Patch Management Agent on the following platforms:

- Microsoft® Windows XP Professional
- Microsoft Windows XP Professional x64 edition
- Microsoft Windows 2000 Professional
- Microsoft Windows 2000 Server
- Microsoft Windows 2000 Advanced Server
- Microsoft Windows 2000 Datacenter Server
- Microsoft Windows Server™ 2003, Standard Edition
- Microsoft Windows Server 2003, Enterprise Edition
- Microsoft Windows Server 2003, Web Edition
- Microsoft Windows Server 2003, Datacenter Edition
- Microsoft Windows Server™ 2003, Standard x64 Edition
- Microsoft Windows Server 2003, Enterprise x64 Edition
- Microsoft Windows Server 2003, Datacenter x64 Edition
- Microsoft Windows Server 2003 R2, Standard Edition
- Microsoft Windows Server 2003 R2, Enterprise Edition
- Microsoft Windows Server 2003 R2, Datacenter Edition
- Microsoft Windows Server 2003 R2, Standard x64 Edition
- Microsoft Windows Server 2003 R2, Enterprise x64 Edition
- Microsoft Windows Server 2003 R2, Datacenter x64 Edition

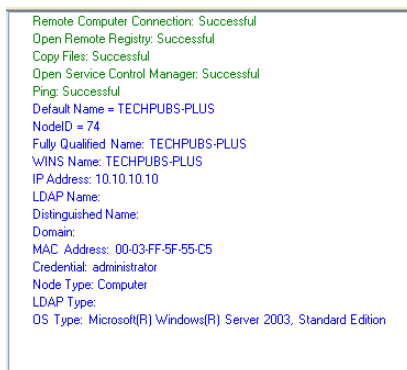
Determining the Computers Status

Prior to installing agents using the AMC, you should understand how the AMC determines if the ZENworks Patch Management Agent can be installed on a particular node.



Understanding Installation Tests

After the initial discovery, whenever the AMC is running, the Installation Tests are being run in the background. The purpose of these Installation tests are to determine if the node is accessible, meets the necessary system requirements, and if the proper credentials have been provided for access.



```
Remote Computer Connection: Successful
Open Remote Registry: Successful
Copy Files: Successful
Open Service Control Manager: Successful
Ping: Successful
Default Name = TECHPUBS-PLUS
NodeID = 74
Fully Qualified Name: TECHPUBS-PLUS
WINS Name: TECHPUBS-PLUS
IP Address: 10.10.10.10
LDAP Name:
Distinguished Name:
Domain:
MAC Address: 00-03-FF-5F-55-C5
Credential: administrator
Node Type: Computer
LDAP Type:
OS Type: Microsoft(R) Windows(R) Server 2003, Standard Edition
```

Figure 4.1 Five Tests performed against each discovered node

AMC Performs the following tests:

1. Remote Computer Connection
2. Open Remote Registry
3. Copy Files
4. Open Service Control Manager
5. Ping

The purpose of these tests is to establish the base requirements for the remote installation of the ZENworks Patch Management Agent on each node. If any of these five tests fail, the AMC will not be able to install the ZENworks Patch Management Agent on that machine.







Note: It is not possible to determine whether a node failed a test due to its configuration or if invalid credentials were used to attempt a connection.

Defining the Node Status

Dependent upon the status of the Installation Tests, each node will list with one of the following icons:

Table 4.1 Node Status

Icon	Description
	Tests have NOT been run on this node.
	The installation tests have run and were successful. There is no agent installed on this computer by this Patch Management Server. Note: It is possible to have an agent installed on a PC by a different Patch Management Server if for example one node is connected to 2 different networks and has multiple IP addresses.
	The installation tests have run and were successful. The ZENworks Patch Management Agent is already installed on this computer.
	The installation tests have run and were unsuccessful. At this time you cannot install an agent on this node.

Unresponsive Nodes

If a node displays a gray or yellow icon for an extended period of time, such as after all others around it have gone green, you may be able to use **Send Wake on LAN signal** to bring that node up to readiness.

Install Agent Screen

After discovery, the **Install Agents** section will display the discovered nodes. Some methods of discovery, such as LDAP or Reverse DNS lookup, will list nodes even if they did not respond to initial queries. Any nodes that remain unresponsive, may need to be turned on remotely.



Send Wake on LAN signal

In the **Install Agents** screen, if you select an icon representing a node, and right click on that icon, you will see an option: **Send Wake on LAN signal**.

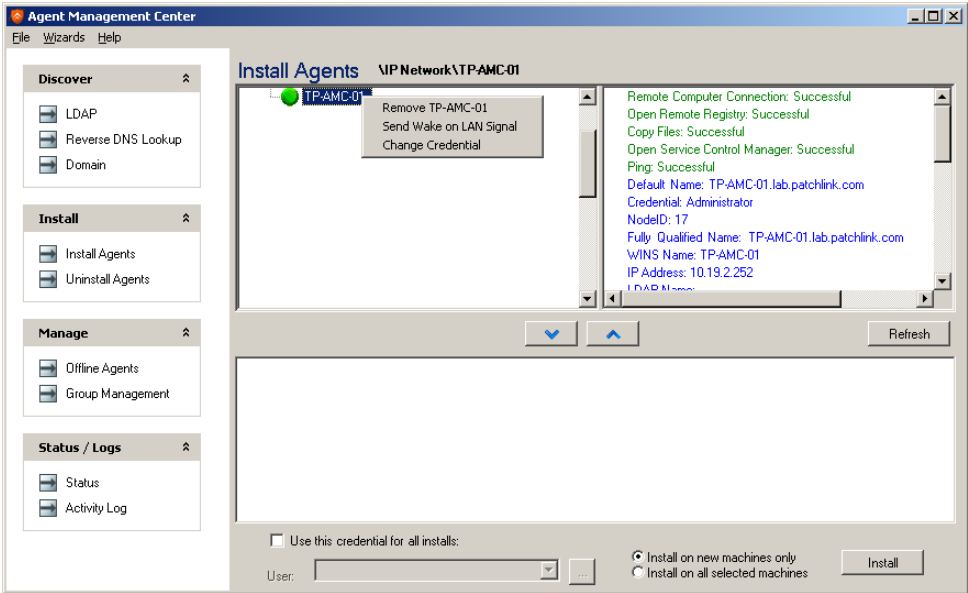


Figure 4.2 Send Wake on LAN signal

The purpose of this is to power up a properly configured node.



Note: This feature will only work if the node hardware and bios are capable of and configured to respond to a Wake on LAN signal, which is often turned off by default.



Using the Agent Installation Wizard

To Install Agents Using the Agent Installation Wizard

1. Start the *Agent Installation Wizard* by selecting **Wizards > Agent Installation** from the menubar

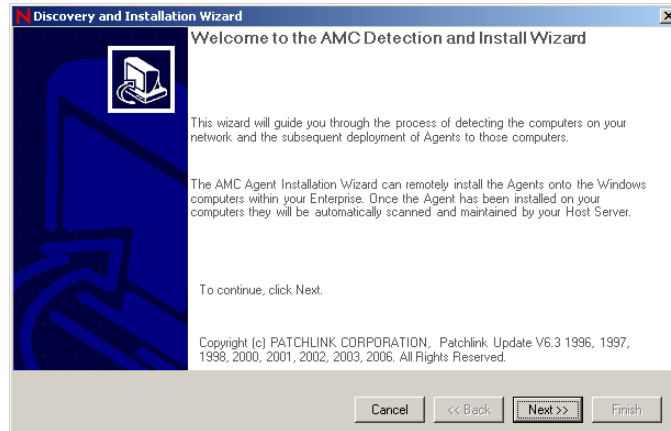


Figure 4.3 Agent Installation Wizard



Warning: Before the Agent Installation Wizard can be run you must have successfully completed a network discovery either through the Network Discovery Wizard or manually.



- 2. Click **Next** to proceed through the *Welcome* page

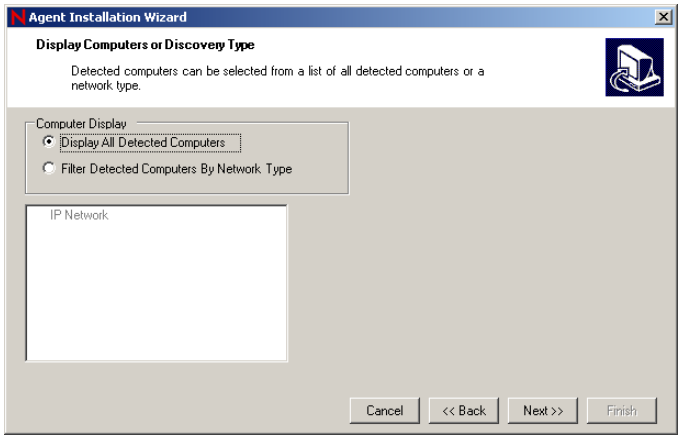


Figure 4.4 Filter Detected Computers

- 3. Select whether to display all previously discovered computers (**Display all detected computers**) or to filter the computers by a specific network type (**Filter detected computers by network type**)
- 4. Click **Next**

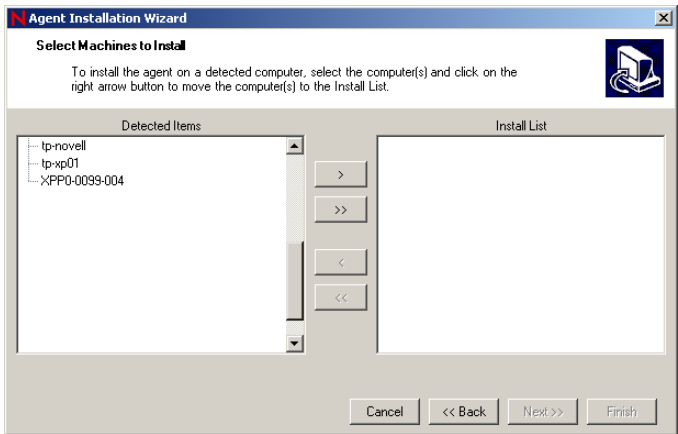


Figure 4.5 Select Target Machines



5. From the *Select Machines to Install* window select the computers on which to install the ZENworks Patch Management Agent
 - To **Add** individually selected computers click the right arrow (>) button
 - To **Add All** computers click the double right arrow (>>) button
 - To **Remove** a selected computer click the left arrow (<) button
 - To **Remove All** selected computers click the double left arrow (<<) button
6. Click **Next**

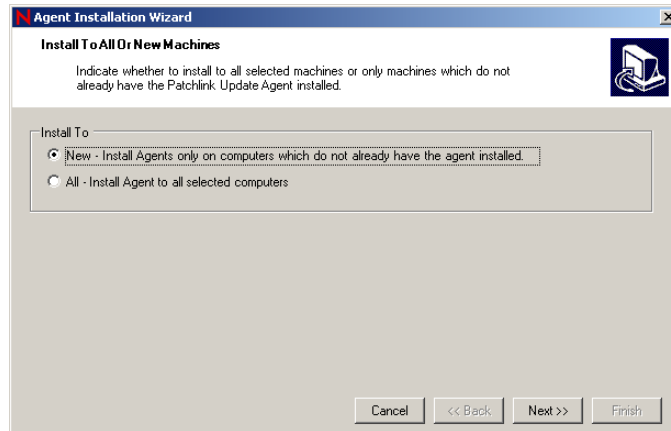


Figure 4.6 Install to New or All Machines

7. Select whether to install the ZENworks Patch Management Agent on:
 - Only the selected computers which do not already have a ZENworks Patch Management Agent installed (the **New - Install Update Agent only on computers which do not already have the agent installed** option)
 - All selected computers (the **All - Install Update Agent to all selected computers** option)



8. Click Next

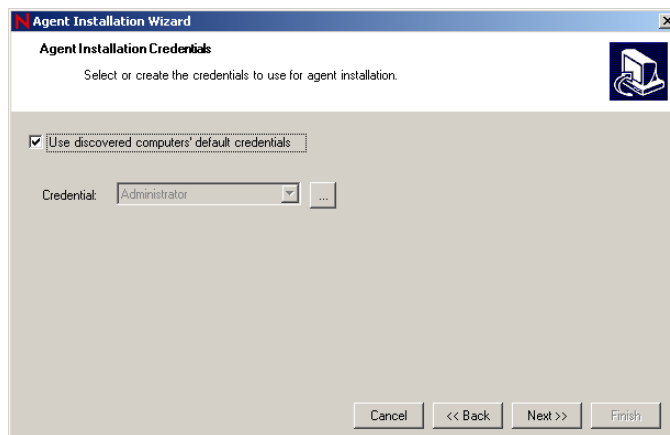


Figure 4.7 Installation Credentials

9. If credentials other than those used during the discovery should be used for installation, deselect the **Use discovered computers' default credentials** option and select the appropriate credentials



Note: If the required credentials are not available in the **Credential** drop-down list, you can add new credentials by clicking the ellipsis [. . .] button.

10. Click **Next**

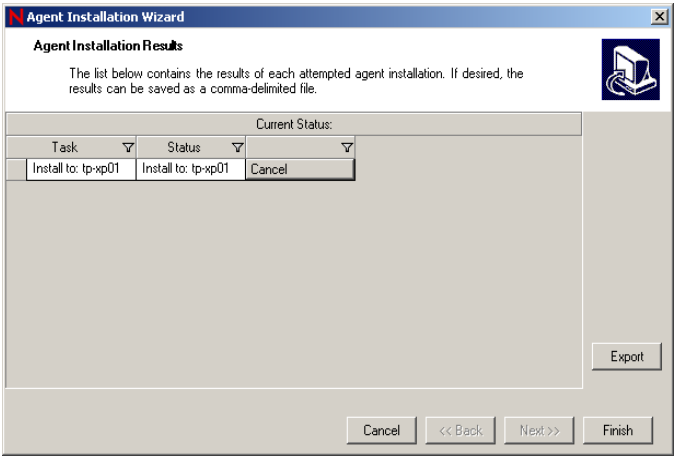


Figure 4.8 Installation Results

11. The *Agent Installation Results* page will display showing the installation progress and ultimately the outcome



Tip: You can export the results grid to a comma separated (.CSV) file for further evaluation outside of the AMC. To perform the export, click **Export**, and define the file name when prompted.

12. Click **Finish** to close the wizard



Note: It is NOT necessary to wait for all of the tasks to show as completed prior to exiting the wizard. If current status shows a **Cancel** button, meaning it is still in process, you may still click **Finish** and check the status or the log at a later time. If you close the wizard before all tasks have completed you can see the progress by selecting to view the AMC Status or Activity Log.



Manually Installing Agents

To install the ZENworks Patch Management Agent on computers found within your network:

- 1. Open the *Install Agents* page

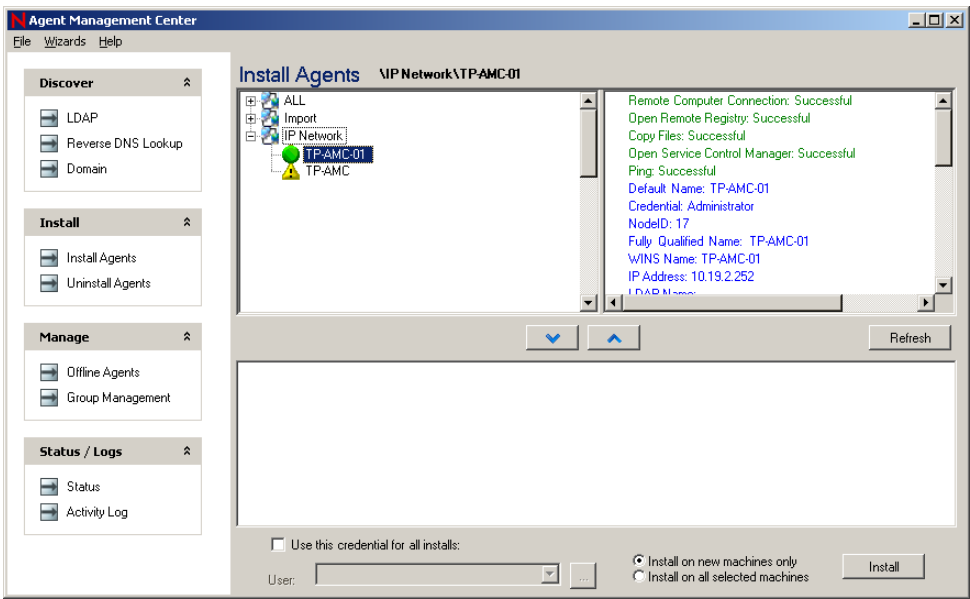


Figure 4.9 Manually Install Agents

- 2. Select the target computers from the directory tree and add them to the *Selected Computers* list
 - You can add individual computers, to the *Selected Computers* list by selecting the computer and clicking the add (down arrow) button
 - You can add entire groups of computers, to the *Selected Computers* list by selecting their grouping (i.e. IP Network) and clicking the add (down arrow) button



Note: To remove a computer from *Selected Computers* list, select (or multi-select using the **CTRL** key) the computer and click remove (up arrow) button.



3. If the credentials used to install are not the same as the credentials that discovered the Node, select **Use this credential for all installs**:



Note: Selection of the **Use this credential for all installs**: option will apply the selected credential to ALL computers selected for installation. Regardless of which credentials were used during discovery.

4. Select **Install on new machines only** to only perform the install on computers which do not already have the ZENworks Patch Management Agent installed



Note: If you wish to install on all computers, regardless of whether there already exists a version of the ZENworks Patch Management Agent, select the **Install on all selected machines** option.

5. Click **Install**



Note: Even when selecting the **Install on new machines only** option, if the number of computers selected (whether the agent is installed on the selected computers or not) exceeds your number of remaining licenses, the AMC will display a warning message and will not begin the installation.

6. The *Current Status* window will open, displaying the status of the installs



Note: If the Novell Install Service is already running, you will receive the error “The install service already exists on the remote machine, and is scheduled for deletion. Install will not be possible until the remote machine is rebooted,” and the installation will fail. If the service continues to run after a reboot, open the Windows **Control Panel > Administrative tools > Services**, stop the service (Novell Install) and set it to manual startup.





5 Managing Your ZENworks Patch Management Agents

The Group management functionality within the Agent Management Center, allows you to view, edit, and create custom groups used within your ZENworks Patch Management Server.

Working with Custom Groups

Owing to the great diversity of environments and resources available to the network administrator today, customization of information is not only necessary, but critical to the proper management of sizable networks. Depending upon the variety of resources blended into your network, custom groups allow for many ways to express the relationships that exist and allow access by many different parameters.

Creating Custom Groups

To Create a Custom Group

1. Open the *Group Management* page

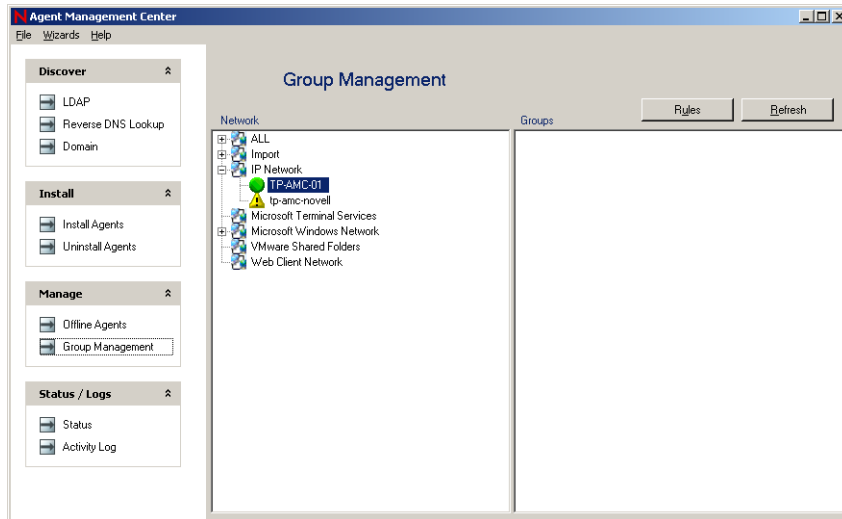


Figure 5.1 AMC Group Management

2. Right-click in the **Groups** pane, and select **Add New Group**
3. Type a logical name for the group



- 4. Drag computers or network groupings, that have the ZENworks Patch Management Agent installed, from the Network Pane into your new group



Note: You cannot add a network group if ANY of the computers within that group do not already have the ZENworks Patch Management Agent installed. This is because you are actually adding computers to the groups within Patch Management Server, which only recognizes computers that have the agent installed.

You can now view, edit and/or delete this custom group within the *Groups* page of your ZENworks Patch Management Server

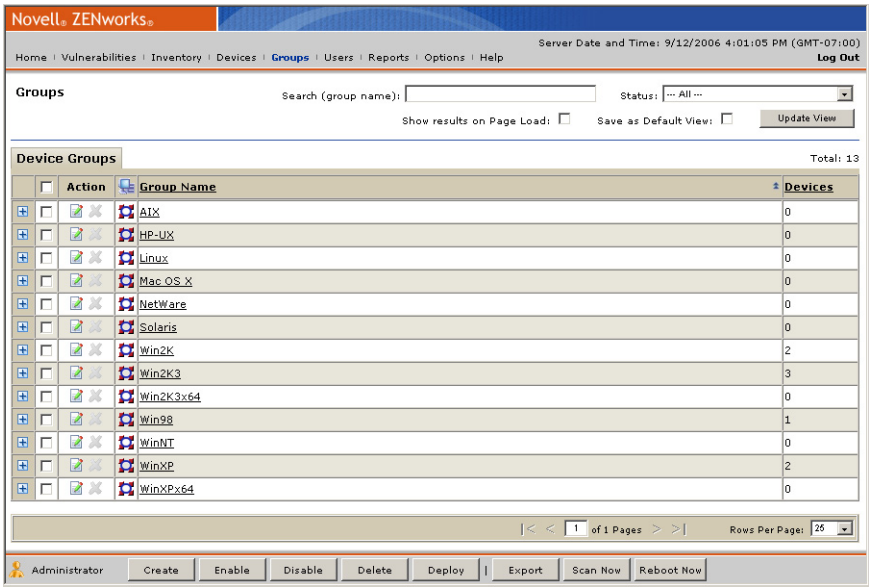


Figure 5.2 Patch Management Server Groups Page



Note: While groups can be created within the AMC, they cannot be deleted without going to the Patch Management Server Groups page.



Managing Groups with Rules

Agent Management Center 6.3 supports rules based group management. These rules enable the automatic and schedulable addition of computers to various groups dependent upon their Hostname or IP Address.

The Manage Rules screen is accessible by clicking the **Rules** button on the *Group Management* page

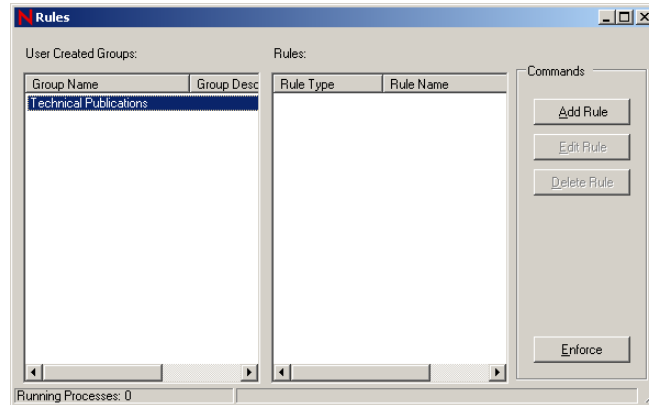


Figure 5.3 Group Management Rules Dialog box

To Create a Rule

1. Select the target **Group Name**



Note: You cannot create groups using rules, you can only assign rules to existing groups. Therefore the group must already exist before you create the applicable rules.

2. Click **Add Rule**
3. Select the desired **Rule Type**



- **Hostname** - performs a CONTAINS query, adding any computer whose name contains the defined text

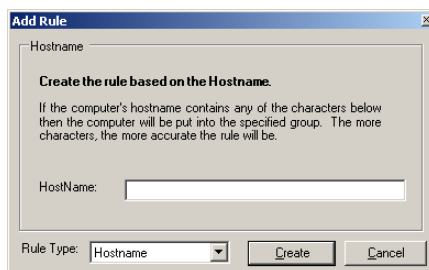


Figure 5.4 Add Rule - Hostname

- **IP Address Range** - performs a query adding any computers whose IP Address falls within the defined range

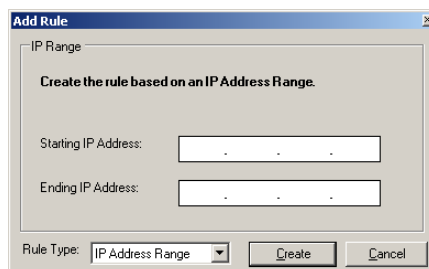


Figure 5.5 Add Rule - IP Address Range

4. Define the Hostname or IP Address Range
5. Click **Create**

To Edit a Rule

1. Select the target **Group Name** and the **Rule** that requires editing
2. Click **Edit Rule**
The *Edit Rule* dialog opens
3. Select Rule Type
4. Enter required information
5. Click **Update**



To Delete a Rule

1. Select the target **Group Name** and the **Rule** that requires deletion
2. Click **Delete Rule**
3. Click **Yes**, to acknowledge the delete confirmation dialog

To Enforce Rules

1. Select the Group Name upon which you will Enforce (apply) the rules



Tip: To Enforce the rules for All Groups, click the **Enforce** button without selecting a group first.

2. Click **Enforce**
3. Acknowledge the *Warning* dialog



Note: Dependent upon the number of Agents you have installed, and number of custom groups, the **Enforce** action may take a few minutes.

4. Acknowledge the status dialog



Creating a Group Enforcement Schedule

Enforcement (or application) of the defined grouping rules can be set to occur at regularly scheduled intervals. This can be done through the use of the Command Line options available with the AMC and the Windows Scheduler.

Defining the Command Line Options

To Run the AMC (Enforce Rules) From a Command Line

1. Open a command prompt and navigate to the AMC program files directory (Default: "C:\Program Files\PatchLink\Agent Management Center")
2. Type the name of the AMC executable (PLAgentManagementCenter.exe) with the following options:



Syntax

```
PLAgentManagementCenter.exe /ENFORCERULES /LOGPATH "C:\Logs"
/SERVER "MyServerName" /USER "UserName" /PASSWORD "Password"
```

Switch

Table 5.1 Command Line Switch Descriptions

Switch	Description
/ENFORCERULES	Enforces (applies) ALL of the defined rules (REQUIRED) Note: Without this switch, the Graphical User Interface will launch, instead of running the Enforce Rules option.
/LOGPATH	Creates a log file (AMC Group Enforce Results MM-DD-YYYY.log) in the defined directory (OPTIONAL)
/SERVER	Defines the ZENworks Patch Management Server name (OPTIONAL, REQUIRED when /USER switch is used)
/USER	Defines the user name used for login to the Patch Management Server (OPTIONAL) Note: When a user name is defined, SQL Authentication is used. To use Windows Authentication do not include the /USER switch (the current user credentials will be used).
/PASSWORD	Defines the password for the user defined in the /USER switch (OPTIONAL, REQUIRED when /USER switch used)



Note: The `/LOGPATH` option will not generate a results log file in the directed path location if you have not yet created any custom groups in Patch Management Server. Also, do not try to give the log a filename in the `/LOGPATH` switch, just the intended location, as in the examples that follow.



Examples

**Enforce rules with a log file and specifying server name
(using Windows Authentication)**

```
PLAgentManagementCenter.exe /ENFORCERULES /SERVER "MyServerName" /LOGPATH "C:\Logs"
```

**Enforce rules with a log file
(using Windows Authentication)**

```
PLAgentManagementCenter.exe /ENFORCERULES /LOGPATH "C:\Logs"
```

**Enforce rules without a log file and specifying server name
(using Windows Authentication)**

```
PLAgentManagementCenter.exe /ENFORCERULES /SERVER "MyServerName"
```

**Enforce rules without a log file
(using Windows Authentication)**

```
PLAgentManagementCenter.exe /ENFORCERULES
```

**Enforce rules with a log file and specifying server name
(using SQL Authentication)**

```
PLAgentManagementCenter.exe /ENFORCERULES /LOGPATH "C:\Logs"  
/SERVER "MyServerName" /USER "UserName" /PASSWORD "Password"
```



Creating a Windows Schedule

To Create a Scheduled Task

1. Open the Windows Scheduler
(**Start > Programs > Accessories > System Tools > Scheduled Tasks**)
2. Double-click **Add Scheduled Task**
The *Scheduled Task Wizard* will open



Figure 5.6 Scheduled Task Wizard - Welcome

3. Click **Next**



Figure 5.7 Scheduled Task Wizard - Select Application

4. Click **Browse...** and browse to the location of the AMC
(Default location: "C:\Program Files\PatchLink\Agent Management Center\PLAgentManagementCenter.exe")



5. Select the AMC executable (*PLAgentManagementCenter.exe*) and click **Open**

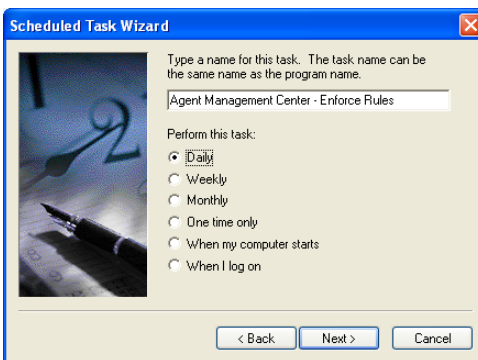


Figure 5.8 Scheduled Task Wizard - Set Frequency

6. Type a name for the task
7. Select a frequency
8. Click **Next**



Figure 5.9 Scheduled Task Wizard - Set Start Time

9. Set your preferred **Start Time**
10. Select how often to perform the task
11. Set the **Start Date**



12. Click **Next**



Figure 5.10 Scheduled Task Wizard - Define User

13. Type the **user name** (including domain) and **password** which will be used to execute this task

14. Click **Next**

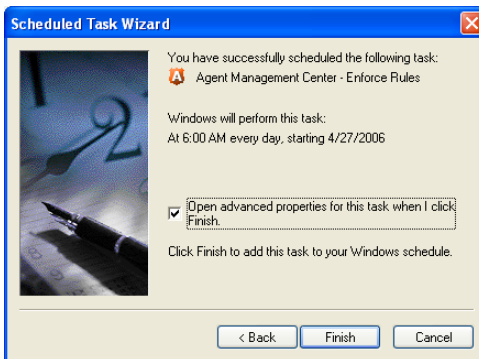


Figure 5.11 Scheduled Task Wizard - Final Page

15. Select the **Open advanced properties for this task when I click finish** option



16. Click **Finish**

The advanced properties window will open

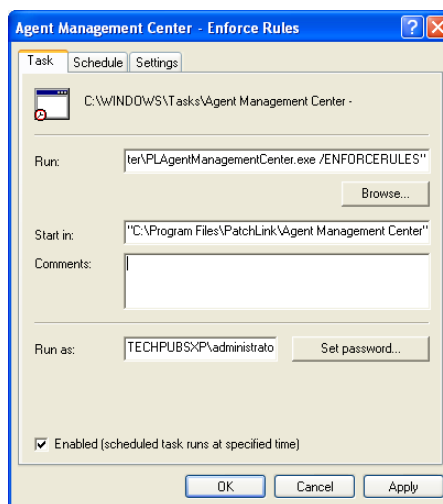


Figure 5.12 Scheduled Task Properties - Task tab

17. On the **Task** tab:

- a. Type the appropriate command line parameters at the end of the **Run** field
All switches and parameters must be inside the quotation marks
- b. Define the user in the **Run as** field
Unless SQL Authentication (via the **/USER** and **/PASSWORD** switches) is used, the user defined here will be used when connecting with your ZENworks Patch Management Server. Therefore, you must define a user that has access to your ZENworks Patch Management Server

18. Select the **Schedule** tab

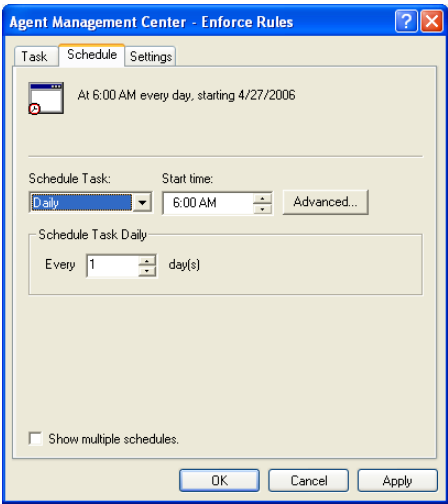


Figure 5.13 Scheduled Task Properties - Schedule tab

19. Click **Advanced...**

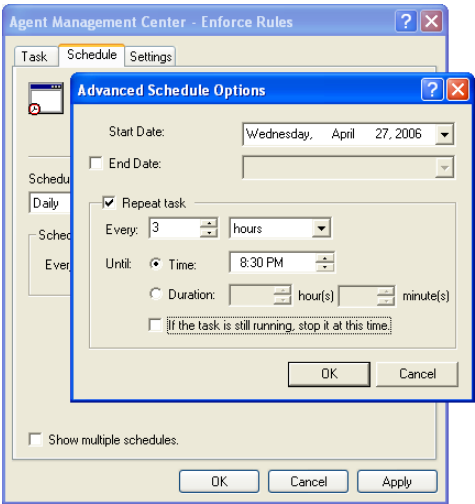


Figure 5.14 Advanced Schedule Options

20. Select the **Repeat Task** checkbox



21. Set how often the task should repeat
22. Set the time of day at which the task will stop repeating (for that day)
23. Click **OK**, returning to the *Schedule* tab
24. Select the *Settings* tab

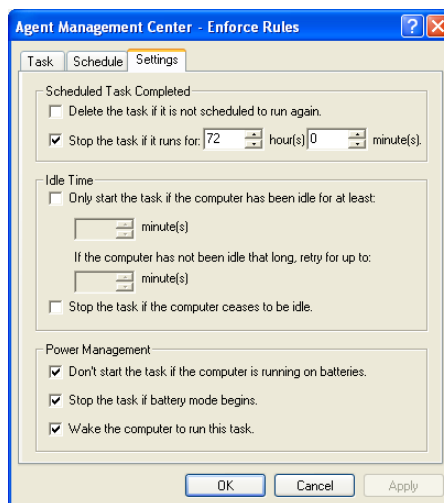


Figure 5.15 Scheduled Task Properties - Settings tab

25. Select the **Wake the computer to run this task** checkbox
26. Click **OK** to save the task



Working With Offline Agents

Viewing Offline Agents

Viewing Offline agents is one of the functions you can perform using the AMC.

To View Offline Agents

1. Open the *Offline Agents* page

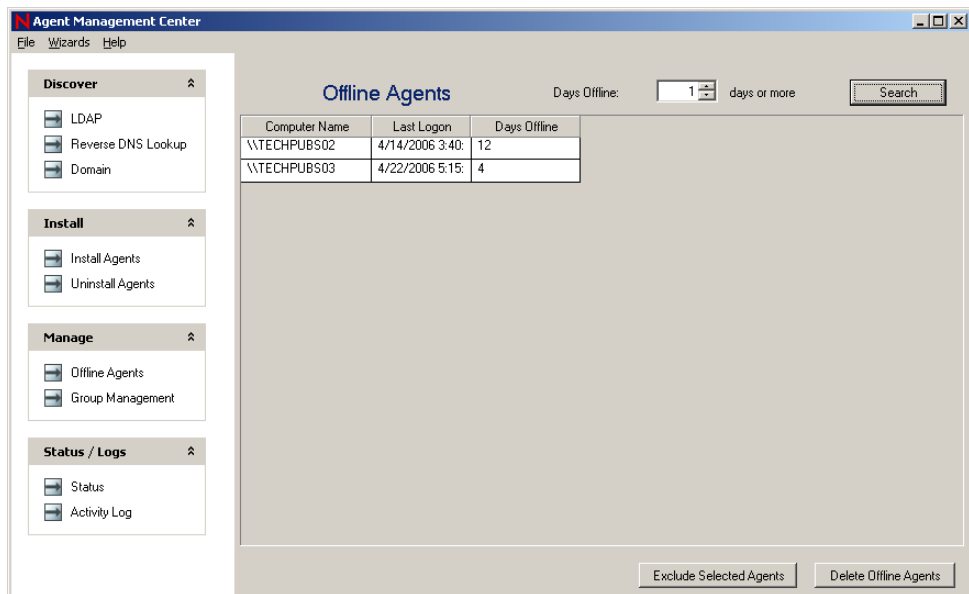


Figure 5.16

2. Set the number of **Days Offline**
3. Click **Search**, to see agents that have been offline for longer than the specified days
4. With the resulting list of Offline Agents you can:
 - a. Select an agent and click the **Exclude Selected Agents** to remove it from the list



Note: The **Exclude Selected Agents** button will remove the agent from this list until the next time it matches the criteria of the *Days Offline* search.

- b. Click the **Delete Offline Agents** button to remove the remaining computers from your Patch Management Server database and release the licenses used by those agents



Uninstalling ZENworks Patch Management Agents

Another of the primary functions of the AMC is uninstalling agents on computers found within your Domain, IP Range, or LDAP.

To Uninstall the ZENworks Patch Management Agent

1. Open the *Uninstall Agents* page

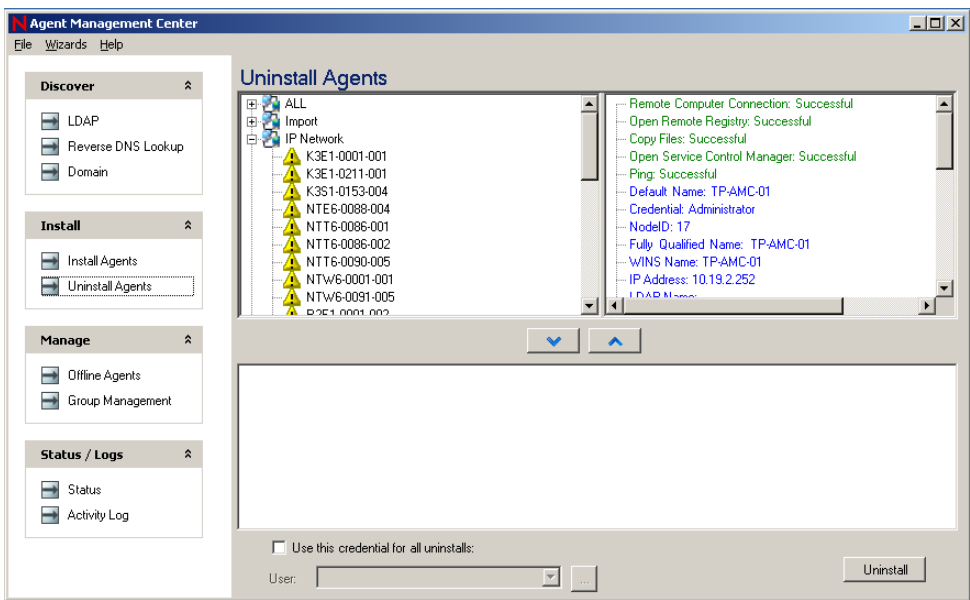


Figure 5.17 Uninstall Agents

2. Select the computers that should not have the agent from the directory tree and add them to the *Selected Computers* list
 - You can add individual computers to the *Selected Computers* list by selecting and clicking the add (down arrow) button
 - You can add entire groups of computers to the *Selected Computers* list by selecting their grouping (i.e. IP Network) and clicking the add (down arrow) button



Note: To remove a computer from *Selected Computers* list, select (or multi-select using the **CTRL** key) the computer and click the remove (up arrow) button.



3. Select credentials which have the authority to uninstall applications on the target computers (usually a member of the Domain Admins group)
4. Click **Uninstall**
5. The *Current Status* window will open, displaying the status of the uninstall



Note: If the Install Service is already running, you will receive the error “The install service already exists on the remote machine, and is scheduled for deletion. Install will not be possible until the remote machine is rebooted,” and the uninstall will fail. If the service continues to run after a reboot, open the Windows **Control Panel > Administrative tools > Services**, stop the service (Novell Install) and set it to manual startup.

Viewing the AMC Activity Logs

The AMC *Activity Log* page, allows you to view activity within a custom date range.

To View the Activity Log

1. Open the *Activity Log* page of the AMC

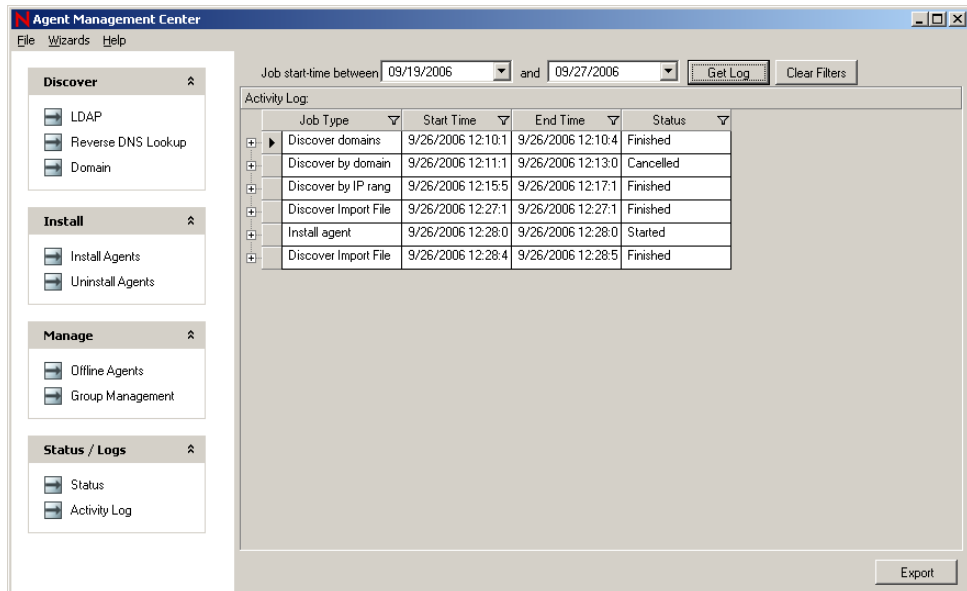


Figure 5.18



2. Click the start date drop-down arrow to select a **Start** date
3. Click the end date drop-down arrow to select an **End** date
4. Click **Get Log**, displaying the log for that date range
5. To further filter the *Activity Log*, click the Filter button (the funnel icon found at the top of each column) of the column(s) by which you want to filter
6. To clear the filter(s), and display the complete log for the specified date range, click the **Clear Filters** button
7. To export the results to Microsoft Excel, click the **Export** button



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