



Server Installation Guide

ZENworks Patch Management 6.4 SP2

Document: 02_016N_6.4 SP2_15

Novell, Inc®
1800 South Novell Place
Provo, UT 84606
United States of America
Phone: +1 800.858.4000
E-mail: info@novell.com

Copyright© 1997-2009 Novell, Inc® ALL RIGHTS RESERVED. U.S. Patent No. 6,990,660, Other Patents Pending. This manual, as well as the software described in it, is furnished under license. No part of this manual may be reproduced, stored in a retrieval system, or transmitted in any form - electronic, mechanical, recording, or otherwise - except as permitted by such license.

LIMIT OF LIABILITY/DISCLAIMER OF WARRANTY: NOVELL, INC.® MAKES NO REPRESENTATIONS OR WARRANTIES IN REGARDS TO THE ACCURACY OR COMPLETENESS OF THE INFORMATION PROVIDED IN THIS MANUAL. NOVELL, INC.® RESERVES THE RIGHT TO MAKE CHANGES TO THE INFORMATION DESCRIBED IN THIS MANUAL AT ANY TIME WITHOUT NOTICE AND WITHOUT OBLIGATION TO NOTIFY ANY PERSON OF SUCH CHANGES. THE INFORMATION PROVIDED IN THE MANUAL IS NOT GUARANTEED OR WARRANTED TO PRODUCE ANY PARTICULAR RESULT, AND THE ADVICE AND STRATEGIES CONTAINED MAY NOT BE SUITABLE FOR EVERY ORGANIZATION. NO WARRANTY MAY BE CREATED OR EXTENDED WITH RESPECT TO THIS MANUAL BY SALES REPRESENTATIVES OR WRITTEN SALES MATERIALS. NOVELL, INC.® SHALL NOT BE LIABLE FOR ANY LOSS OF PROFIT OR ANY OTHER DAMAGES ARISING FROM THE USE OF THIS MANUAL, INCLUDING BUT NOT LIMITED TO SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES.

Trademarks

Novell®, ZENworks®, ZENworks Patch Management Server®, Novell Agent, and their associated logos are registered trademarks or trademarks of Novell, Inc.®.



RSA Secured® is a registered trademark of RSA Security Inc.

Apache is a trademark of the Apache Software Foundation. In addition, any other companies' names and products mentioned in this document may be either registered trademarks or trademarks of their respective owners.

Feedback

Your feedback lets us know if we are meeting your documentation needs. E-mail the Novell Technical Publications department at techpubs@novell.com to tell us what you like best, what you like least, and to report any inaccuracies.



Table of Contents

Table of Contents	iii
Preface	v
About This Guide	v
Typographical Conventions	v
Planning Your Installation	1
System Requirements	1
Minimum Hardware Requirements.....	1
Supported Operating Systems	1
Other Software Requirements.....	2
Supported Database Servers	2
Recommended Configuration.....	3
Server Installation Checklist.....	4
Installing Your Patch Management Server	5
Installing Patch Management Server	5
Starting Your Patch Management Server	15
Logging on to ZENworks Patch Management.....	15
Configuring Your Patch Management Server to use SSL	16
Server Installation Checklist	19





Preface

This Server Installation Guide is a resource written for all users of ZENworks Patch Management 6.4 SP2. This document defines the concepts and procedures for installing, configuring, implementing, and using ZENworks Patch Management 6.4 SP2.

About This Guide

This guide contains the following chapters and appendices:

- *Chapter 1: Planning Your Installation*
- *Chapter 2: Installing Your Patch Management Server*
- *Appendix A: Server Installation Checklist*

TIP: Novell documentation is updated on a regular basis. To acquire the latest version of this or any other published document, please refer to the [Novell Documentation Web page](http://www.novell.com/documentation/) (<http://www.novell.com/documentation/>).

Typographical Conventions

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

Convention	Usage
bold	Buttons, menu items, window and screen objects.
<i>bold italics</i>	Wizard names, window names, and page names.
<i>italics</i>	New terms, options, and variables.
UPPERCASE	SQL Commands and keyboard keys.
<i>monospace</i>	File names, path names, programs, executables, command syntax, and property names.





1 Planning Your Installation

To assist in gathering the information required for a smooth installation, it is recommended that you use the *Server Installation Checklist* on page 4.

System Requirements

Minimum Hardware Requirements

The hardware requirements for ZENworks Patch Management 6.4.2 SP2 vary depending upon the number of devices you manage. As the device count increases, so do the requirements. The following, minimum hardware requirements, will support up to 250 devices:

- A single 1.4 GHz Pentium or equivalent processor
- 512 MB RAM
- 36 GB of available disk space
- A single 100 Mbps network connection (with access to the Internet)

For optimal performance please refer to the settings defined under *Recommended Configuration* on page 3.

Supported Operating Systems

ZENworks Patch Management 6.4.2 SP2 is supported on the following Operating Systems:

- Microsoft Windows Server™ 2003, Web Edition with SP1 or later
- Windows Server 2003, Standard Edition with SP1 or later
- Windows Server 2003, Enterprise Edition with SP1 or later
- Windows Server 2003 R2, Standard Edition (SP2 optional but recommended)
- Windows Server 2003 R2, Enterprise Edition (SP2 optional but recommended)

NOTE: ZENworks Patch Management must be installed on an Operating System that uses any English locale (en-US, en-UK, en-CA, etc.) in its default configuration and is not a domain controller.

NOTE: Prior to installing ZENworks Patch Management 6.4.2 SP2, you must also install the **Update for Windows Server 2003 (KB925336)** available from [Microsoft Knowledge Base Article #925336](#).



Other Software Requirements

ZENworks Patch Management 6.4.2 SP2 requires the following software:

- Microsoft® Internet Information Services (IIS) 6.0
- Microsoft® .NET Framework version 1.1 SP1 and 2.0 (both versions are required)
- Microsoft Internet Explorer 6.x or higher
- Microsoft SQL Server (any version) must not be installed unless installed by a previous version of ZENworks Patch Management

Supported Database Servers

ZENworks Patch Management 6.4.2 SP2 is supported on the following database servers:

- SQL Server 2005 Express Edition with SP2
- SQL Server 2005 Standard Edition with SP2
- SQL Server 2005 Enterprise Edition with SP2

NOTE: ZENworks Patch Management installs SQL Server 2005 Express Edition with SP2 during installation. Therefore, you must not have any database server installed prior to the installation of ZENworks Patch Management.



Recommended Configuration

Novell recommends the following hardware and software configurations for ZENworks Patch Management 6.4.2 SP2:

Table 1-1: ZENworks Patch Management 6.4.2 SP2 Recommended Configuration

Number of Nodes	< 1,000	< 2,500	< 5,000	< 10,000	> 10,000
Operating System	Windows Server 2003, Web Edition with SP2	Windows Server 2003, Web Edition with SP2	Windows Server 2003, Web Edition with SP2	Windows Server 2003, Standard Edition with SP2	Contact Novell Professional Services.
Database Server	SQL 2005 Express	SQL 2005 Express	SQL 2005 Express	SQL 2005 Standard	
Processor	1 - 2.4 GHz	1 - Pentium 4	1 - Dual Core, Non-Xeon	2 - Dual Core Xeon	
RAM	1 GB	2 GB	2 GB	4 GB	
Storage	1 - 36 GB Hard Drive	1 - 72 GB Hard Drive	2 - 144 GB Hard Drives	4 - 144 GB Hard Drives	

NOTE: Refer to the [Novell Knowledge Base \(http://www.novell.com/support/\)](http://www.novell.com/support/) for additional configuration recommendations.



Server Installation Checklist

Prior to installing ZENworks Patch Management, you must gather and confirm the following information:

- Your target computer meets or exceeds the requirements defined in *System Requirements* on page 1.
- Your server has a clean operating system installation.
- Your server is *not* a Domain Controller.
- You have installed the **Update for Windows Server 2003 (KB925336)** available from [Microsoft Knowledge Base Article #925336](http://support.microsoft.com/kb/925336)
- Internet Information Server (IIS) is installed and running (if necessary refer to <http://support.microsoft.com/kb/324742> for details about IIS information.)
- All required service packs have been installed, as defined in *Supported Operating Systems* on page 1.
- If your server is a member of a domain, only the default security policies are in effect.
- Your server DNS host name is: _____
- The local SMTP mail host name is: _____
- Your ZENworks Patch Management serial number is: _____ - _____
- Your target system is connected to the internet.
- If you are using SSL, a valid SSL web certificate has been obtained.

If you are using SSL, you need to obtain a valid web certificate, from a trust provider such as Verisign Inc. (www.verisign.com) or Entrust (www.entrust.com), prior to installing ZENworks Patch Management.

- If a proxy server will be used, you know the proxy server's name, IP address, port, user name, and password.
 - Name: _____
 - IP address: ____ - ____ - ____ - ____
 - Port: _____
 - User name: _____
 - Password: _____



2 Installing Your Patch Management Server

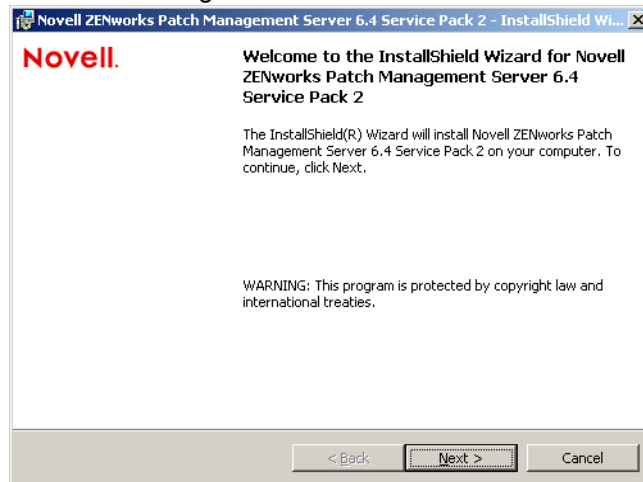
Complete the following steps to install and configure ZENworks Patch Management Server.

Installing Patch Management Server

1. From the location you specified for your download, select the ZENworks Patch Management 6.4.2 SP2 Server installer.

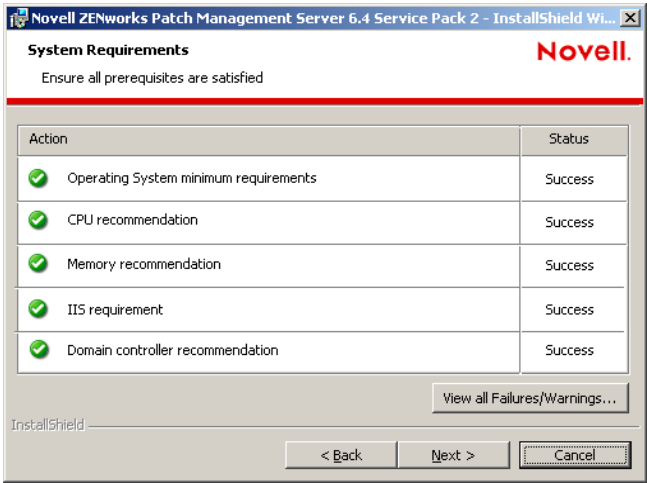
STEP RESULT: The ZENworks Patch Management 6.4.2 SP2 Server Installation wizard opens.

Figure 2-1: ZENworks Patch Management 6.4.2 SP2 Installation Wizard



2. Click **Next**.
- STEP RESULT:* The installation wizard checks to ensure that your server meets the minimum requirements and the **System Requirements** page opens.

Figure 2-2: Installation Wizard - System Requirements Page



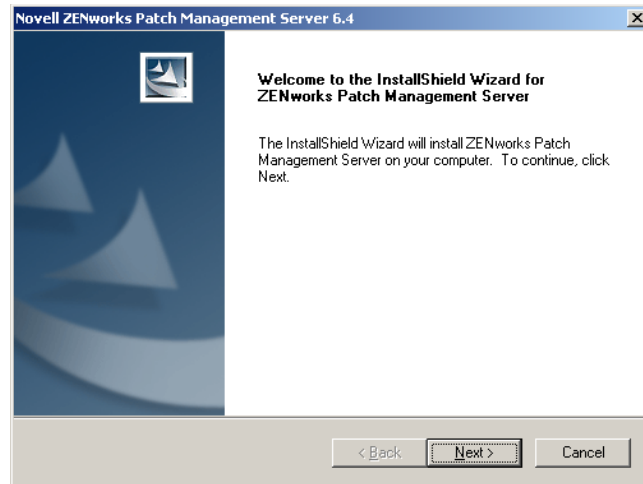
- NOTE:** If you received any warnings or failures, click **View all Failures / Warnings...** to view details about each.
3. Click **Next**.
- STEP RESULT:* The **Ready to Install** page opens.



4. Click Install.

STEP RESULT: The 6.4.2 SP2 installation wizard detects that ZENworks Patch Management 6.4 is not already installed and the ZENworks Patch Management 6.4 Server **Installation Wizard** opens.

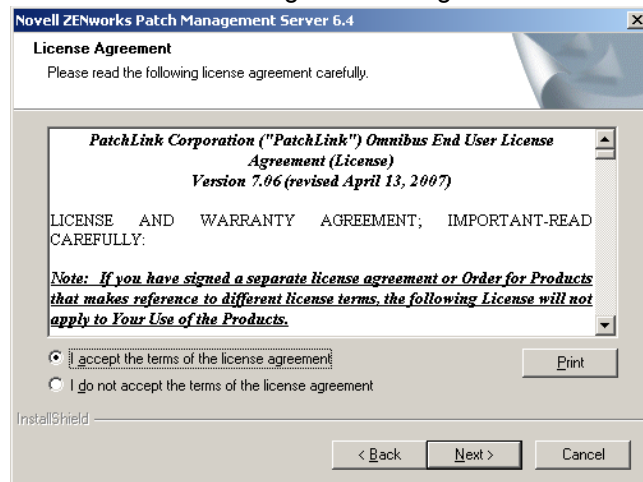
Figure 2-3: Installation Wizard



5. Click **Next**.

STEP RESULT: The **License Agreement** page opens.

Figure 2-4: Installation Wizard - License Agreement Page

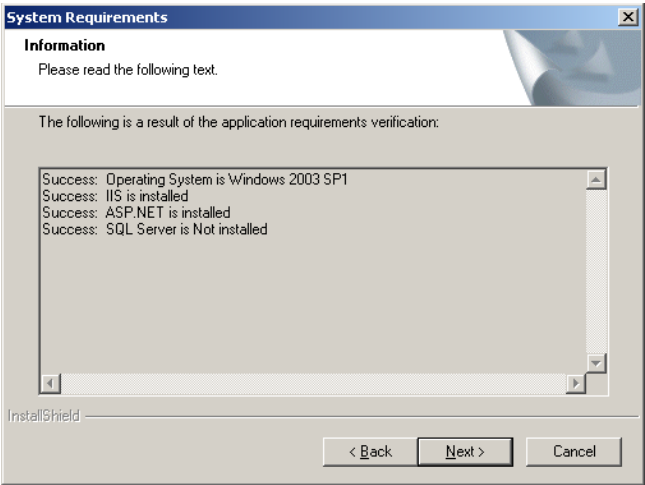


6. Review the license agreement, and if you accept the terms select the **I accept the terms of the license agreement** option.



7. Click **Next**.
STEP RESULT: The **System Requirements** page opens and checks to ensure that your system meets the minimum system requirements.

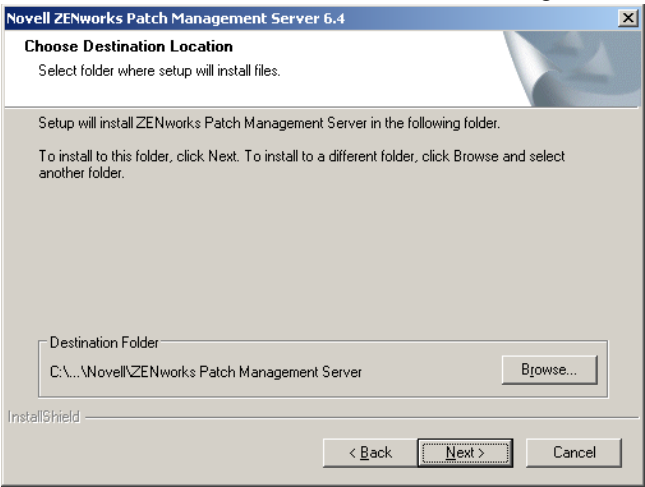
Figure 2-5: Installation Wizard - System Requirements Page



NOTE: If you have any questions or require additional assistance please contact the Novell Technical Support team using the contact information found at <http://www.novell.com/company/contacts-offices/>.

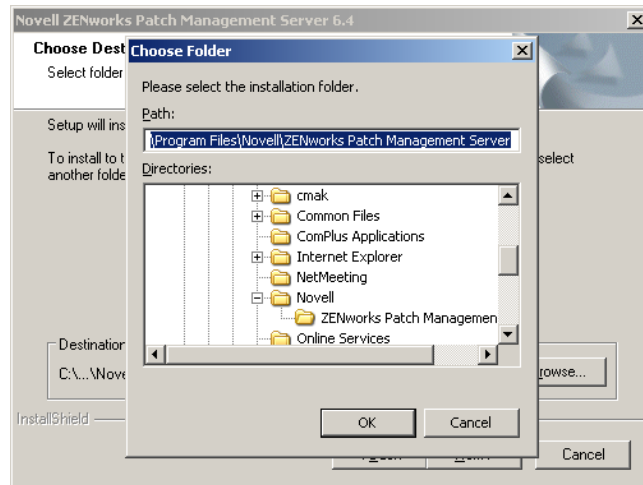
8. Click **Next**.
STEP RESULT: The **Choose Destination Location** page opens.

Figure 2-6: Installation Wizard - Choose Destination Location Page



9. To change the location of the server:
 - a. Click **Browse...**
STEP RESULT: The **Choose Folder** window opens.

Figure 2-7: Installation Wizard - Choose Folder Window



- b. Select your desired installation location.
NOTE: Although you can change where to install Patch Management Server components, your system drive must be the **C:** drive, and Microsoft SQL Server (and your Patch Management Server databases) will be installed to the system (**C:**) drive.
 - c. Click **OK**.
STEP RESULT: The **Choose Folder** window closes and the **Choose Destination Location** page reflects the new location.



- 10. Click **Next**.
STEP RESULT: The **Customer Information** page opens.

Figure 2-8: Installation Wizard - Customer Information Page

The dialog box is titled "Novell ZENworks Patch Management Server 6.4" and "Customer Information". It contains the following fields and text:

- First Name: Technical
- Last Name: Publications
- Company Name: TechPubs
- Serial Number: 88888888-88888888
- Note: Your serial number is two groups of eight alphanumeric characters located on your product packaging. If you do not have your product packaging, you will need to obtain your serial number by contacting Novell Sales at 800.858.4000.
- Buttons: < Back, Next >, Cancel

- 11. Complete the registration information.
NOTE: Your serial number is two groups of eight alphanumeric characters. If you cannot location your serial number, you will need to contact the Novell Sales organization using the contact information available at <http://www.novell.com/company/contacts-offices/>.
- 12. Click **Next**.
STEP RESULT: The **E-mail Configuration** page opens.

Figure 2-9: Installation Wizard - E-mail Configuration Page

The dialog box is titled "Novell ZENworks Patch Management Server 6.4" and "E-Mail Configuration". It contains the following fields and text:

- E-Mail Address: Technical.Publications@TechPubs.com
- The e-mail address specified above should be valid and will be used for both communications from Novell and all new patch notifications from the server.
- SMTP Host: mail.TechPubs.com
- Enter an SMTP mail host address or name. This field is optional, and may be configured later; however you will not receive automated e-mail notification until you login and configure this information in Options-> E-Mail within the admin interface.
- Buttons: Send Test E-Mail, < Back, Next >, Cancel



13. Complete the e-mail configuration information.

Field	Description
E-Mail Address	Type the primary recipients e-mail address in the E-Mail Address field. The e-mail notification from Patch Management Server sends e-mail notifications to this e-mail address as pre-configured server conditions occur.
SMTP Host	Type the name of your SMTP Server in the SMTP Host field. The Patch Management Server uses your corporate Internet (SMTP) mail server to send e-mail notifications.

14. Click **Next**.

STEP RESULT: The **Administrative User** page opens.

Figure 2-10: Installation Wizard - Administrative User Page

15. Create and type a password in the **Password** field. Retyping the password in the **Confirm Password** field.

STEP RESULT: The installation creates a default administrator user `PatchLink`. This user should not be deleted or modified within Windows. If needed, more users with administrator rights can be created in the User section of Patch Management Server.

CAUTION: If you have password policy restrictions, failure to meet those restrictions here will cause the creation of the `PatchLink` user to fail. Be sure to make a note of the password as it is required to log in following installation.



16. Click **Next**.

STEP RESULT: The **Proxy Configuration** page opens.

Figure 2-11: Installation Wizard - Proxy Configuration Page

The image shows a Windows-style dialog box titled "Novell ZENworks Patch Management Server 6.4". The main heading is "Proxy Configuration". Below the heading, a note states: "If your network uses a proxy server, specify the information below. If you're unsure, please contact your network security administrator." The dialog is divided into two sections. The first section has a checkbox labeled "Proxy Server Required". To its right are two text input fields: "Server Address:" and "Port Number:". The second section has a checkbox labeled "Authenticated". To its right are three text input fields: "User Name:", "Password:", and "Confirm Password:". At the bottom left, there is a logo for "InstallShield" and "RSA BSAFE". At the bottom right, there are three buttons: "< Back", "Next >" (which is highlighted with a dotted border), and "Cancel".

17. Configure the Proxy Server information as needed.

- a. Select the **Proxy Server Required** option.
- b. In the **Server Address** (including the `http://` prefix) and **Port Number** fields, enter the appropriate proxy server address and port number.
- c. Select **Authenticated** if your proxy server is an authenticated proxy.
- d. In the **User Name**, **Password**, and **Confirm Password** fields, enter the appropriate user name and password values.

***CAUTION:** If an incorrect proxy, port, user name, or password is entered, your Patch Management Server will be unable to connect to the Global Subscription Server.*

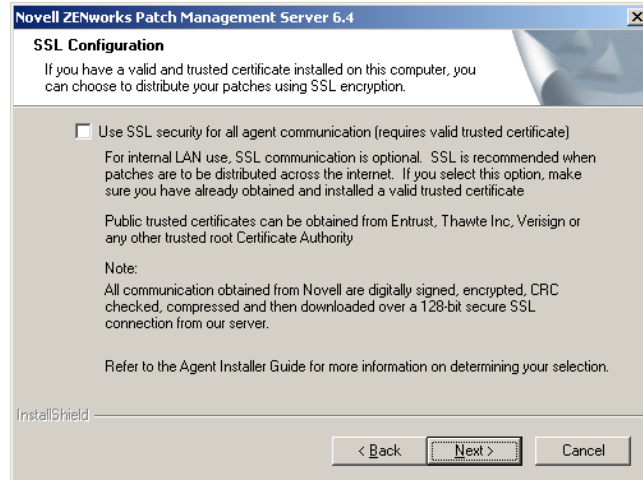


18. Click **Next**.

STEP RESULT: The **SSL Security** page opens. The **SSL Security** page allows you to define whether to use a secure connection (SSL) between your Patch Management Server and Patch Management Agents.

NOTE: If you intend to use SSL, it is recommended that you select to do so here, and enter your certificate prior to rebooting your computer. Otherwise, you must manually configure the Patch Management Server and each Patch Management Agent to use SSL.

Figure 2-12: Installation Wizard - SSL Configuration Page



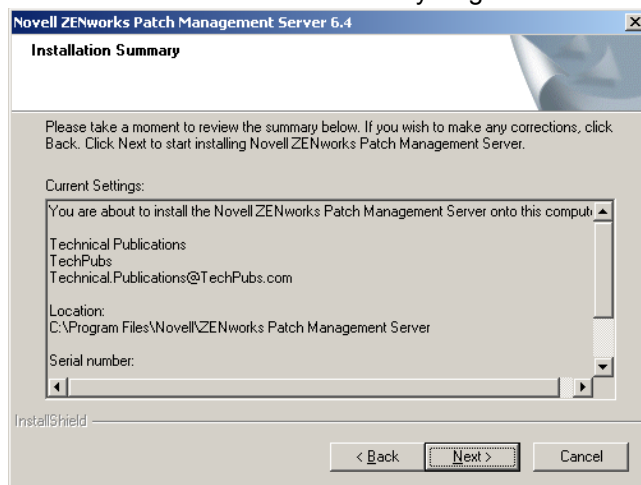
CAUTION: Not using SSL encryption will result in the Patch Management Agent login and password information to be unencrypted.



19. Click **Next**.

STEP RESULT: The **Installation Summary** page opens. The **Installation Summary** page allows you to verify all of the selected settings prior to installation. If any of the settings are incorrect, you must select the **Back** button at this time and correct them.

Figure 2-13: Installation Wizard - Installation Summary Page



20. Click **Next** to perform the installation.

STEP RESULT: The system installs ZENworks Patch Management Server as well as the files and dependencies required for the Patch Management Server to communication with the Global Subscription Server.

NOTE: Following the installation of ZENworks Patch Management 6.4 the wizard will then continue with the installation of ZENworks Patch Management 6.4.2 SP2.

21. Click **Finish** to complete the installation and exit the **Installation Wizard**.



Starting Your Patch Management Server

Having successfully installed your Patch Management Server, you can now log in and begin configuring ZENworks Patch Management to meet your organizational needs.

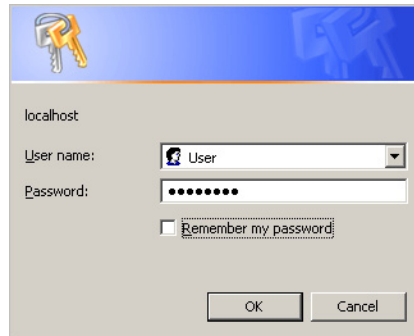
Logging on to ZENworks Patch Management

ZENworks Patch Management is an internet application that conforms to standard web conventions. You can access the application from an internet browser. From the main screen, you navigate through the system with menu bars, scroll bars, icons, checkboxes, and hyperlinks.

1. Launch your web browser.
2. Type the Server URL in your web browser's **Location** field.
3. Press **Enter**.

STEP RESULT: The system displays the **Connect to Server** dialog box.

Figure 2-14: Log on dialog box



4. Type your user name in the **Username** field.
5. Type your password in the **Password** field.
6. Click **OK**.

STEP RESULT: The **Home** page opens.



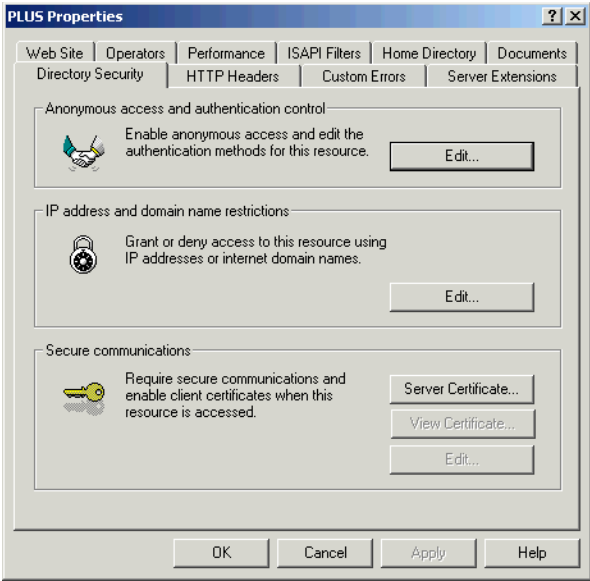
Configuring Your Patch Management Server to use SSL

If you selected the Use SSL security for all agent communication option during installation, you now must add the SSL Web Certificate to IIS, prior to rebooting.

1. Open the **Internet Information Services** manager.
2. Expand the tree view and select the **PLUS** Web site.
3. Right-click the **PLUS** Web site and select **Properties**.

STEP RESULT: The **Properties** dialog box opens.

Figure 2-15: Directory Security Tab



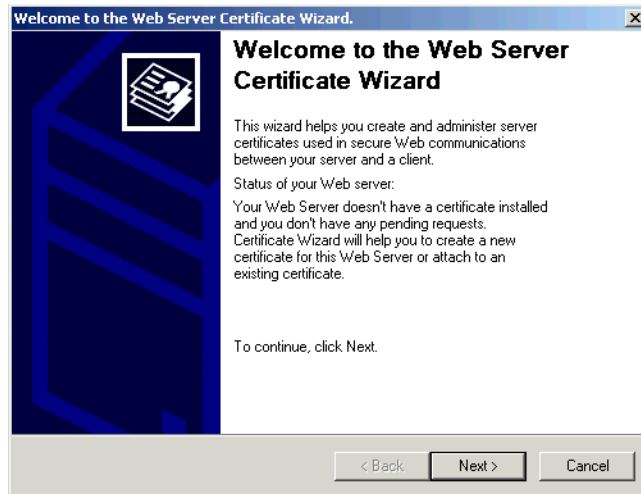
4. Select the **Directory Security** tab.



5. Click **Server Certificate...**

STEP RESULT: The **Web Server Certificate Wizard** opens.

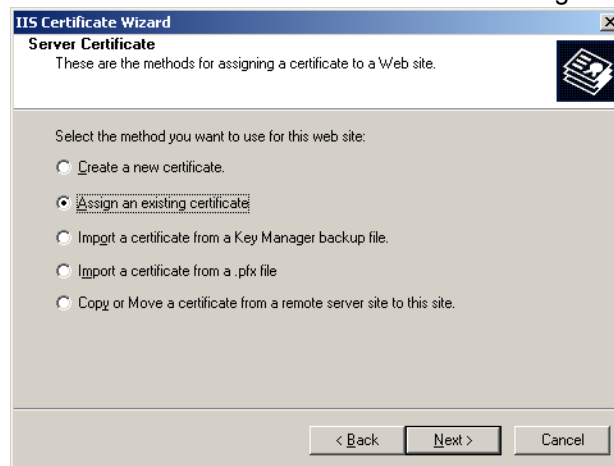
Figure 2-16: Web Server Certificate Wizard



6. Click **Next**.

STEP RESULT: The **Server Certificate** page opens.

Figure 2-17: Web Server Certificate Wizard - Server Certificate Page



7. Select the **Assign an existing certificate** option.

NOTE: Be sure to select **Assign an existing certificate**, since requesting a new certificate can take several days.

8. Click **Next** and continue following the **Server Certificate Wizard** which will guide you through the remaining steps.



9. Reboot your computer when the wizard completes.
10. Log on to your computer immediately after it restarts.

NOTE: *You must log on to your computer to start the registration process. This action starts the web server, installs the Patch Management Agent, and initiates your patch subscription.*



A Server Installation Checklist

Prior to installing ZENworks Patch Management, you must gather and confirm the following information:

- Your target computer meets or exceeds the requirements defined in *System Requirements* on page 1.
- Your server has a clean operating system installation.
- Your server is *not* a Domain Controller.
- You have installed the **Update for Windows Server 2003 (KB925336)** available from [Microsoft Knowledge Base Article #925336](http://support.microsoft.com/kb/925336)
- Internet Information Server (IIS) is installed and running (if necessary refer to <http://support.microsoft.com/kb/324742> for details about IIS information.)
- All required service packs have been installed, as defined in *Supported Operating Systems* on page 1.
- If your server is a member of a domain, only the default security policies are in effect.
- Your server DNS host name is: _____
- The local SMTP mail host name is: _____
- Your ZENworks Patch Management serial number is: _____ - _____
- Your target system is connected to the internet.
- If you are using SSL, a valid SSL web certificate has been obtained.

If you are using SSL, you need to obtain a valid web certificate, from a trust provider such as Verisign Inc. (www.verisign.com) or Entrust (www.entrust.com), prior to installing ZENworks Patch Management.

- If a proxy server will be used, you know the proxy server's name, IP address, port, user name, and password.
 - Name: _____
 - IP address: ____ - ____ - ____ - ____
 - Port: _____
 - User name: _____
 - Password: _____





NOVELL, INC®
1800 SOUTH NOVELL PLACE
PROVO, UT 84606
UNITED STATES OF AMERICA
PHONE: +1 800.858.4000
E-MAIL: INFO@NOVELL.COM

