

# **ZENworks Reporting Installation Guide**

## **ZENworks Reporting 5**

October 2014

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# About This Guide

This *Novell ZENworks Reporting Installation Guide* includes information to help you in install the Novell ZENworks Reporting. The information in this guide is organized as follows:

- ♦ Chapter 1, “System Requirements,” on page 7
- ♦ Chapter 2, “Installing ZENworks Reporting,” on page 11
- ♦ Chapter 3, “Uninstalling ZENworks Reporting,” on page 27
- ♦ Chapter 4, “Jaspersoft Studio,” on page 29
- ♦ Appendix A, “Installing Dependent RPM Packages on a Linux Device,” on page 33
- ♦ Appendix B, “Troubleshooting ZENworks Reporting Installation,” on page 41
- ♦ Appendix C, “Documentation Updates,” on page 47

## Audience

This guide is intended for ZENworks Reporting administrators.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

## Additional Documentation

ZENworks Reporting is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks 11 SP3 documentation Web site \(http://www.novell.com/documentation/zenworks113/\)](http://www.novell.com/documentation/zenworks113/).



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# 1 System Requirements

The following sections provide the requirements for ZENworks Reporting:

- ◆ [Section 1.1, “ZENworks Reporting Requirements,” on page 7](#)
- ◆ [Section 1.2, “Installation User Requirements,” on page 9](#)
- ◆ [Section 1.3, “Web Browser Requirements,” on page 10](#)

## 1.1 ZENworks Reporting Requirements

The server where you install ZENworks Reporting software must meet the following requirements:

Item	Requirements	Additional Details
Following are default port values used by ZENworks Reporting and can be changed during installation or later by using ZENworks Reporting Configuration Tool.	<ul style="list-style-type: none"><li>◆ 8080</li><li>◆ 8443</li><li>◆ 9005</li><li>◆ 8009</li></ul>	<ul style="list-style-type: none"><li>◆ Non-secure (http) Web Server port for ZENworks Reporting.</li><li>◆ Secure (https) Web Server for ZENworks Reporting.</li><li>◆ Shutdown port used by ZENworks Reporting.</li><li>◆ This port is AJP (Apache JServe Protocol) port used by ZENworks Reporting. It represents a connector component that communicates with a web connector through AJP protocol.</li></ul> <p><b>NOTE:</b> Port 5432 is used for embedded POSTGRES database and cannot be changed.</p>

Item	Requirements	Additional Details
Operating System	<p>Windows:</p> <ul style="list-style-type: none"> <li>◆ Windows Server 2003 SP2 x86_64 (Enterprise and Standard editions)</li> <li>◆ Windows Server 2003 R2 SP2 x86_64 (Enterprise and Standard editions)</li> <li>◆ Windows Server 2008 SP2 x86_64 (Enterprise and Standard editions)</li> <li>◆ Windows Server 2008 R2 x86_64 (Enterprise and Standard editions)</li> <li>◆ Windows Server 2008 R2 SP1 x86_64 (Enterprise and Standard editions)</li> <li>◆ Windows Server 2012 Server Standard x86_64 (Foundation, Essential, and Standard edition)</li> </ul> <p>Linux:</p> <ul style="list-style-type: none"> <li>◆ SUSE Linux Enterprise Server 10 (SLES 10) SP3/SP4 x86_64 (Intel and AMD Opteron processors)</li> <li>◆ SLES 11 SP2/SP3 x86_64 (Intel and AMD Opteron processors)</li> <li>◆ SLES 11 SP2 and SP3 for VMware X86_64</li> <li>◆ Red Hat Enterprise Linux 5.8/5.9 x86_64</li> <li>◆ Red Hat Enterprise Linux 6.1/6.2/6.3/6.4, x86_64</li> </ul>	<p>None of the Core and Data Center Editions of Windows Server 2003 and Windows Server 2008 are supported as ZENworks Reporting platforms.</p>
Hardware	<p><b>RAM:</b> 4 GB minimum</p> <p><b>Disk Space:</b> 10 GB minimum</p> <p><b>Processor:</b> 1.5 GHz Pentium</p>	<p><b>Recommended RAM:</b> 8 GB and above</p> <p><b>Recommended Disk Space:</b> 40 GB and above.</p> <p>On Linux it is in /opt on Windows it is in the drive where you are installing.</p> <p>On Linux, logs are stored at /var/opt/novell/zenworks-reporting/log, so very minimal space is required.</p> <p><b>Recommended Processor:</b> 2.5 GHz and above multi-core Pentium for Windows and Linux.</p>

Item	Requirements	Additional Details
LDAP		<p>An LDAP (Microsoft Active Directory, NetIQ e-Directory, or Domain Services for Windows) setup is required to perform the ZENworks Reporting installation.</p> <p>User with LDAP credentials can log in to ZENworks Reporting. ZENworks Reporting User management is not possible through the ZENworks server.</p>
	Supported Authoritative User Sources	<ul style="list-style-type: none"> <li>◆ Novell eDirectory 8.7.3 or 8.8 (on all supported platforms)</li> <li>◆ Microsoft Active Directory (as shipped with Windows 2000 SP4 or later)</li> <li>◆ Domain Services for Windows (DSfW)</li> </ul>
	LDAP user access	ZENworks Reporting requires user with minimum Read-only access to the LDAP directory.
	LDAP Authentication	<p>Simple bind authenticates the user, and allows user to access the application.</p> <p>Simple bind is where an application provides a Distinguished Name (DN) and password for that DN. To use a simple bind, the client must supply the DN of an existing LDAP entry and a password that matches the user password attribute for that entry.</p>
Database	<p>Microsoft SQL Server:</p> <ul style="list-style-type: none"> <li>◆ Microsoft SQL Server 2008</li> <li>◆ Microsoft SQL Server 2008 R2 SP1</li> <li>◆ Microsoft SQL Server 2008 R2 SP2</li> <li>◆ Microsoft SQL Server 2012</li> </ul> <p>Oracle:</p> <ul style="list-style-type: none"> <li>◆ Oracle 11g R1</li> <li>◆ Oracle 11g R2</li> </ul> <p>Sybase:</p> <ul style="list-style-type: none"> <li>◆ Sybase SQL Anywhere 12</li> </ul>	Windows Authentication mode is not supported if the database is an MS SQL server.

## 1.2 Installation User Requirements

The user must have administrator privileges to execute the installation program on the device. For example:

- ◆ **Windows:** Log in as a Windows administrator.

- ♦ **Linux:** Log in as a root user.

## 1.3 Web Browser Requirements

The Web browsers supported by ZENworks Reporting include the following:

### Windows Operating System

*Table 1-1 Supported Web Browsers for Windows Operating Systems*

Browser OS	Browser
Windows	<ul style="list-style-type: none"><li>♦ Microsoft Internet Explorer 8.0, 9.0, and 10.0.</li><li>♦ Mozilla Firefox ESR 17.0 and 24.0.</li><li>♦ Mozilla Firefox version 23.0 and 24.0.</li></ul>

### Linux Operating System

*Table 1-2 Supported Web Browsers for Linux Operating Systems*

Browser OS	Browser
Linux	<ul style="list-style-type: none"><li>♦ Microsoft Internet Explorer 8.0, 9.0, and 10.0.</li><li>♦ Mozilla Firefox ESR 17.0 and 24.0.</li><li>♦ Mozilla Firefox version 23.0 and 24.0.</li></ul>

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# 2 Installing ZENworks Reporting

Perform the tasks in the following sections to install ZENworks Reporting:

- ♦ [Section 2.1, “ZENworks Reporting Installation Methods,” on page 11](#)
- ♦ [Section 2.2, “Preinstallation Tasks,” on page 11](#)
- ♦ [Section 2.3, “Installing ZENworks Reporting,” on page 12](#)
- ♦ [Section 2.4, “Applying the ZENworks Reporting Patch,” on page 25](#)

## 2.1 ZENworks Reporting Installation Methods

ZENworks Reporting is powered by Jaspersoft Reporting engine and can be installed by ZENworks Reporting media.

You can install ZENworks Reporting by using any of the following installation methods:

- ♦ **Graphical User Interface:** A graphical user interface (GUI) installation program that works with both Windows and Linux servers is provided on the installation DVD. For more information, see [“Graphical User Interface \(GUI\) Installation” on page 12](#).
- ♦ **Command Line:** A command line installation is available only for Linux servers. For more information, see [“Command Line Installation \(Linux only\)” on page 12](#).
- ♦ **Silent Mode:** A silent mode installation program works with both Windows and Linux servers and does not require any user intervention. You must edit the silent mode configuration file and run the installer with a switch to launch the silent mode installation. For more information, see [“Silent Mode Installation” on page 12](#).

## 2.2 Preinstallation Tasks

Perform the following tasks:

- ♦ [Section 2.2.1, “Verifying the Minimum Requirements,” on page 11](#)

### 2.2.1 Verifying the Minimum Requirements

- ♦ Before installing ZENworks Reporting, ensure that the minimum requirements are met. For more information, see [Chapter 1, “System Requirements,” on page 7](#).
- ♦ Ensure that the device is connected to the network. So that ZENworks Reporting can communicate with ZENworks, LDAP, and SMTP servers.
- ♦ ZENworks Reporting cannot be installed on ZENworks Configuration Management appliance.
- ♦ If you are using ZENworks Reporting to report against ZENworks, then it requires minimum version of ZENworks 11.2.4.

- ◆ Before installing ZENworks Reporting, open the `hosts` file located at the following path:
  - ◆ **For Linux:** `/etc/`
  - ◆ **For Windows:** `C:\Windows\System32\drivers\etc`

The `hosts` file must have only one local host that is `127.0.0.1`. If any other local hosts are available in the `hosts` file delete that local host, then install.

For information about cleanup the ZENworks Reporting server, see [“Unable to install ZENworks Reporting” on page 44](#).

For more information see TID 7014143 in the [Novell Support Knowledgebase \(http://www.novell.com/support/kb/doc.php?id=7014143\)](http://www.novell.com/support/kb/doc.php?id=7014143).

- ◆ Ensure that ZENworks Reporting is installed by using local administrator account.

## 2.3 Installing ZENworks Reporting

Before starting the installation, perform the preinstallation tasks. For more information, see [Section 2.2, “Preinstallation Tasks,” on page 11](#).

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**IMPORTANT:** You must install ZENworks Reporting only through media. You must not install it by mapping to a network drive. In the case of a Virtual Machine, it is recommended to copy the iso to the device where you want to install ZENworks Reporting, mount the iso as a virtual drive, then launch the installer.

---

- 1 Start the ZENworks Reporting installation program by using one of the following methods:

- ◆ **Graphical User Interface (GUI) Installation**

1. Mount the DVD.

On a Windows device, the installation begins automatically after inserting the DVD. If the installation does not begin automatically, run `setup.exe` from the mounted drive after inserting the DVD.

2. On a Linux device, mount the DVD, then run the following command:

```
sh /media/cdrom/setup.sh
```

- ◆ **Command Line Installation (Linux only)**

1. Mount the DVD.

2. To start a command line installation to a directory where all users (including “others”) have “read and execute” access, either mount the DVD or copy the DVD’s files to a temporary location other than the `/root` directory.

Ensure that the copied files and their parent directories have “read and execute” access for all the users (including “others”).

3. Run the following command:

```
/mount_location/setup.sh -e
```

---

**NOTE:** If you are installing ZENworks Reporting on RHEL Operating system with Command Line installation method, then password might appear in clear text format. In this scenario, you must install `compat-libstdc++-33-3.2.3-69.el6` package on RHEL Operating system.

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- ◆ **Silent Mode Installation**

1. Create a silent install configuration file by using the following command:

```
setup.exe/setup.sh -s
```

2. Open the silent install configuration file in a text editor.
3. Search for ADMINISTRATOR\_PASSWORD=, LDAP\_ADMINISTRATOR\_PASSWORD=, (Optional) DB\_SERVER\_PASSWORD=, (Optional) SMTP\_SERVER\_PASSWORD=,
4. Specify the actual password.  
For example, if the password is novell, then the entry will be ADMINISTRATOR\_PASSWORD=novell
5. Save the silent install configuration file and exit the editor.
6. To run the silent install use the following command:

```
setup.exe/setup.sh -s -f path_to_the_silent_install file
```

- 2 Follow the prompts in the installation program. For more information, see [Section 2.3.1, “ZENworks Reporting Installation flow,”](#) on page 13.

## 2.3.1 ZENworks Reporting Installation flow

The required information is listed in the order of the installation flow.

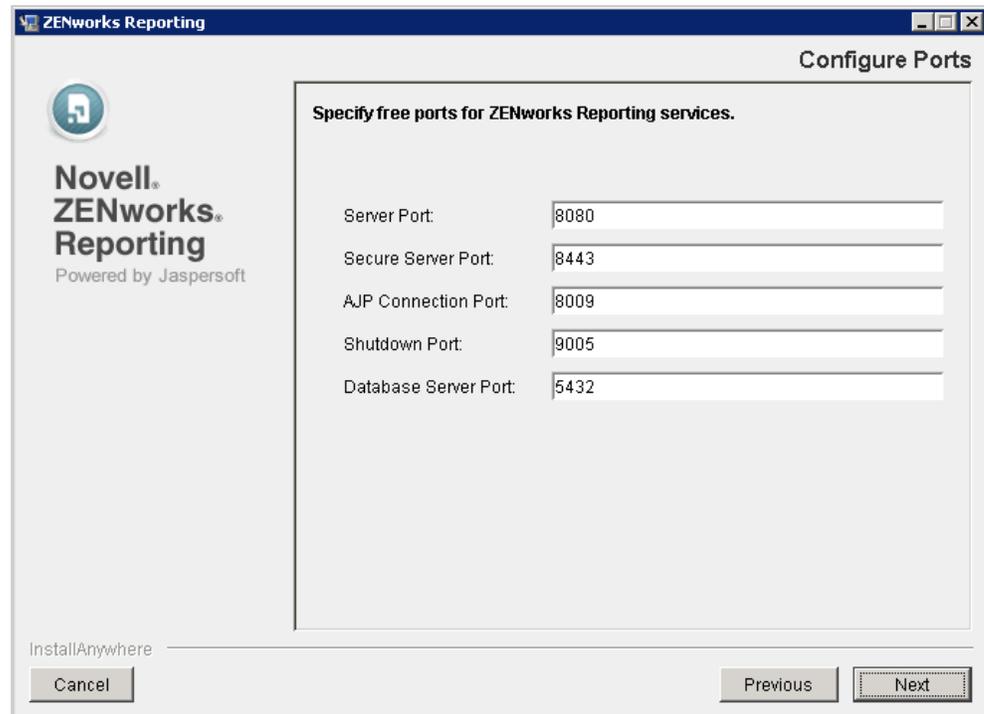
Installation Prompts	Explanation
Pre-Installation Summary	<ul style="list-style-type: none"> <li>◆ You are prompted to select the language in which the ZENworks Reporting installer must run. Select the language, then click <i>Continue</i>.</li> <li>◆ Read the license agreement and accept it by selecting <i>I accept the terms of the License Agreement</i>, then click <i>Next</i>.</li> </ul>
Installation Path	<p>The installer prompts to choose the directory where you want to install ZENworks Reporting.</p> <ul style="list-style-type: none"> <li>◆ <b>For Windows:</b> The default path is C:\Program Files. You can change this to any path available on the current server.</li> <li>◆ <b>For Linux:</b> The ZENworks Reporting is installed at the following path /opt/novell/zenworks-reporting. You cannot change the installation path.</li> </ul>
Prerequisite Status	<p>If the prerequisites are not met, you cannot continue with the installation. The prerequisites that are not met are displayed (GUI) or listed (command line).</p>

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Installation Prompts	Explanation
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Configure Ports	The installer prompts to specify ports for ZENworks Reporting. The default port values are displayed and can be modified.
-----------------	---



The following ports are used by the ZENworks Reporting:

- ◆ **Server Port**
- ◆ **Secure Server Port**
- ◆ **AJP Connection Port**
- ◆ **Shutdown Port**
- ◆ **Database Server Port:** Jaspersoft internally uses Postgres database. If you want to change the port you can change.

After the installation, you can use ZENworks Reporting Configuration Tool to modify and reconfigure the above mentioned ports (except Database Server port). For more information, see “[ZENworks Reporting Configuration Tool](#)” in the [ZENworks Reporting 5 System Reference](#).

**NOTE:** Use the ports greater than 1024, since the ports from 0-1023 are reserved ports.

Open Firewall Ports	If firewall is enabled, then installer prompts you to open ports used by ZENworks Reporting.
---------------------	--

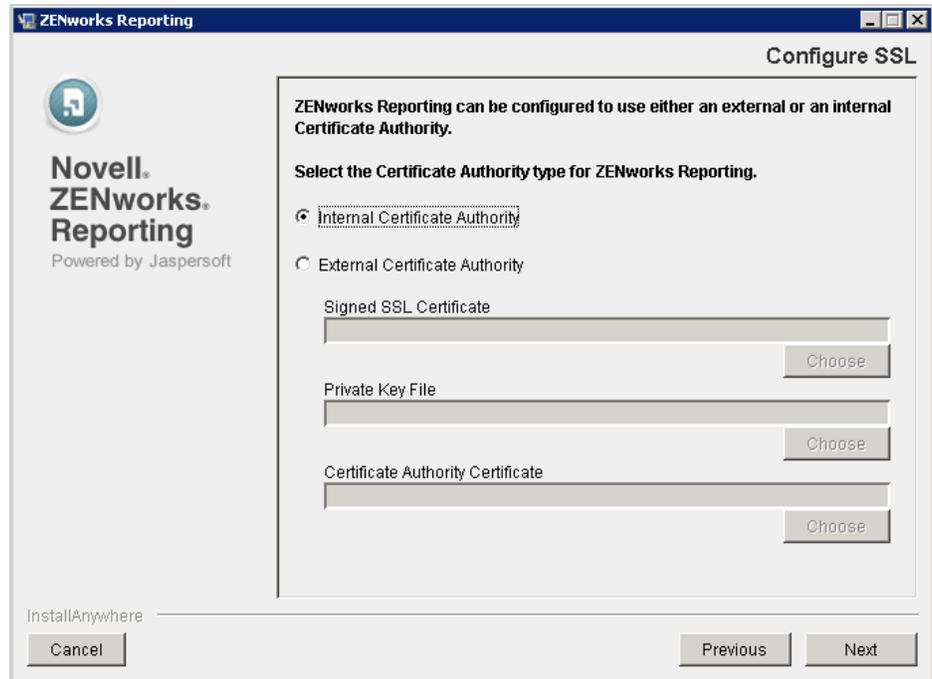
- ◆ Select *Yes, open the ports* to open ports on firewall.
  - ◆ Select *No, do not open the ports* to manually open the ports used by ZENworks Reporting to access ZENworks Reporting from other devices.
-

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**Installation Prompts****Explanation**

Configure SSL The installer prompts to configure SSL certificate details to be used by the server.

◆ **For Internal Certificate Authority:**



1. Select *Internal Certificate Authority*.
2. Click *Next*.

◆ **For External Certificate Authority:**

1. Select *External Certificate Authority*.
2. Specify the following:
  - ◆ **Signed SSL Certificate:** Click *Choose*, then browse for the `.der` signed certificate.
  - ◆ **Private Key File:** Click *Choose*, then browse for the `.der` private key associated with the signed certificate.
  - ◆ **Certificate Authority Certificate:** Click *Choose*, then browse for the `.der` trusted CA certificate.

For information on creating external certificates to select while installing to a Linux server, see [“Creating an External Certificate”](#), or for Windows see [“Creating an External Certificate.”](#)

For information on creating external certificates for installing to a server using a silent installation for Linux, see [“Creating Your Response File.”](#) or for Windows, see [“Creating Your Response File.”](#)

3. Click *Next*.
-

---

**Installation Prompts****Explanation**

Configure User Source

The installer prompts to specify the LDAP (Lightweight Directory Access Protocol) connection details. In this panel, you must configure a user source to authenticate LDAP server connection through ZENworks Reporting.

The screenshot shows a window titled "ZENworks Reporting" with a sub-dialog titled "Configure User Source". On the left, there is a logo for "Novell ZENworks Reporting" with the text "Powered by Jaspersoft". The main area contains the following text and fields:

Specify the LDAP server that will be used for user access to ZENworks Reporting. The user can have more than Read-only access, but Read-only access is recommended. User name and root context must be qualified names. For example, cn=admin, o=mycompany and o=mycompany.

Server:

Port:   SSL

Username:

Password:

Root Context:  (Optional)

At the bottom, there are three buttons: "Cancel", "Previous", and "Next".

Installation Prompts	Explanation
	<p>1. Specify the following:</p> <ul style="list-style-type: none"> <li>◆ <b>Server:</b> Specify DNS name or IP Address of the LDAP server which is used for user authentication.</li> <li>◆ <b>SSL:</b> Select the <i>SSL</i> check box, if the LDAP server is configured in SSL mode, or clear the <i>SSL</i> check box, if the LDAP server is configured in non-SSL mode.</li> <li>◆ <b>Port:</b> The default port value is displayed based on the selected <i>SSL</i>. The default <i>SSL</i> port is 636 and default non-<i>SSL</i> port is 389. If the LDAP server is configured with a different port other than the above mentioned default ports, then the port must be updated accordingly.</li> <li>◆ <b>Username:</b> For each login, ZENworks Reporting server uses a double user authentication process. This user from LDAP is the first authentication user of ZENworks Reporting. Specify the Username in Distinguished Name (DN) format. For example, <ul style="list-style-type: none"> <li>◆ <b>For eDirectory</b> <code>cn=ReadOnlyUser,o=mycompany</code></li> <li>◆ <b>For Microsoft Active Directory</b>  <code>cn=ReadOnlyUser,cn=users,dc=organization,dc=com</code></li> </ul> <p>Active Directory allows to create Organization Unit (OU) and User name with some special characters that are not accepted by the ZENworks Reporting Installer (Installer does not proceed further with those characters). In this scenario, each of these special characters <code>\ ; = , + &lt; &gt;</code> must be appended with a backslash <code>"\"</code>.</p> <p>For example, specify <code>userfirstname,userlastname</code> as <code>userfirstname\,userlastname</code></p> <p>The first authentication user is used to get read-only access to the LDAP source, and ZENworks Reporting server validates it internally at every user login attempt. Hence, its credentials are permanently stored by ZENworks Reporting Installer through the <i>Configure User Source</i> panel during installation or reconfiguration.</p> <p>After installation, if this user is removed from LDAP or its password is changed, then LDAP will become inaccessible, as a result none of the users will not be able to login. In this case, reconfigure the first authentication user through ZENworks Reporting Configuration Tool. For more information, see "<a href="#">ZENworks Reporting Configuration Tool</a>" in the <a href="#">ZENworks Reporting 5 System Reference</a>.</p> <p>The second authentication user is the LDAP user that interacts with the ZENworks Reporting server and is validated when that user attempts to login.</p> </li> <li>◆ <b>Password:</b> Specify the password of the first authentication user.</li> <li>◆ <b>(Optional) Root Context:</b> The root context is an Organizational Unit (OU) from the LDAP, specified in Distinguished Name (DN) format. It represents the level in the LDAP tree from where to begin short listing the LDAP groups for the next <i>Configure User Source</i> panel.</li> </ul> <p>If the root context is specified, that OU of LDAP tree is considered as root and only the groups in that OU will be short listed. However, if the root context is not specified, the root level of LDAP tree is considered as root and all the groups in the LDAP will be short listed.</p> <p>From the short listed LDAP groups (displayed in the next panel), you will have to manually select the groups that requires administrator access permissions to ZENworks Reporting. The selected groups get mapped to the ZENworks Reporting administrator role, by virtue of which the users belonging to any of the selected groups become ZENworks Reporting administrators. Hence, to provide administrator rights to the users belonging to a LDAP group, that group must be mapped to the ZENworks Reporting administrator role.</p>

**IMPORTANT:** Only administrators have complete access permissions to ZENworks Reporting. The administrator privileges are:

- ◆ View, run, schedule, create, save, and delete various ZENworks Reporting resources (reports, views, domain, data sources and so on).
- ◆ Assign access permissions (read, write, delete, execute, and administer) for various ZENworks Reporting resources to other users either at Role level or at User level.
- ◆ Mapping other LDAP user groups to ZENworks Reporting administrator role by reconfiguration.
- ◆ Manage ZENworks Reporting server settings.
- ◆ Delete Users or Roles.

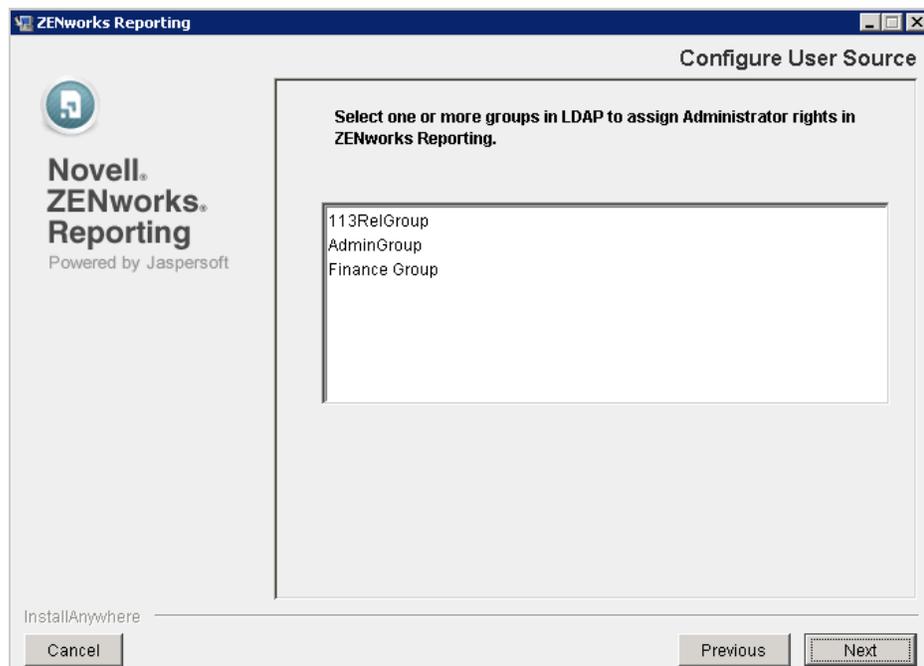
#### **Users and Roles in ZENworks Reporting:**

Roles define sets of users having similar permissions. In the LDAP server, it is recommended to maintain users in groups to have the advantage of a role based user management. When a user log in to the ZENworks Reporting for the first time, a user is created in the ZENworks Reporting repository. Based on the user's group in LDAP, a ZENworks Reporting Role is created and the User is assigned to the newly created role. For subsequent users belonging to the same LDAP group, at their first login, a user is created in ZENworks Reporting repository but it will be assigned to the previously created Role.

By default, any user present in the LDAP server can login to ZENworks Reporting. All the logged in users are assigned to ROLE\_USER in ZENworks Reporting. Among them, the administrators are assigned to ROLE\_ADMINISTRATOR (ZENworks Reporting administrator role). For all other users, a role is created based on the LDAP group they belong to. For example, if "user1" is a user that belongs to LDAP group "group1", then a role by name "ROLE\_group1" is created and user1 is assigned to that Role.

An administrator cannot assign a user to a role. Users can be assigned to roles only through the LDAP by mapping the user's corresponding LDAP groups to ZENworks Reporting roles such as ROLE\_ADMINISTRATOR, ROLE\_USER, and so on.

2. Click *Next*.



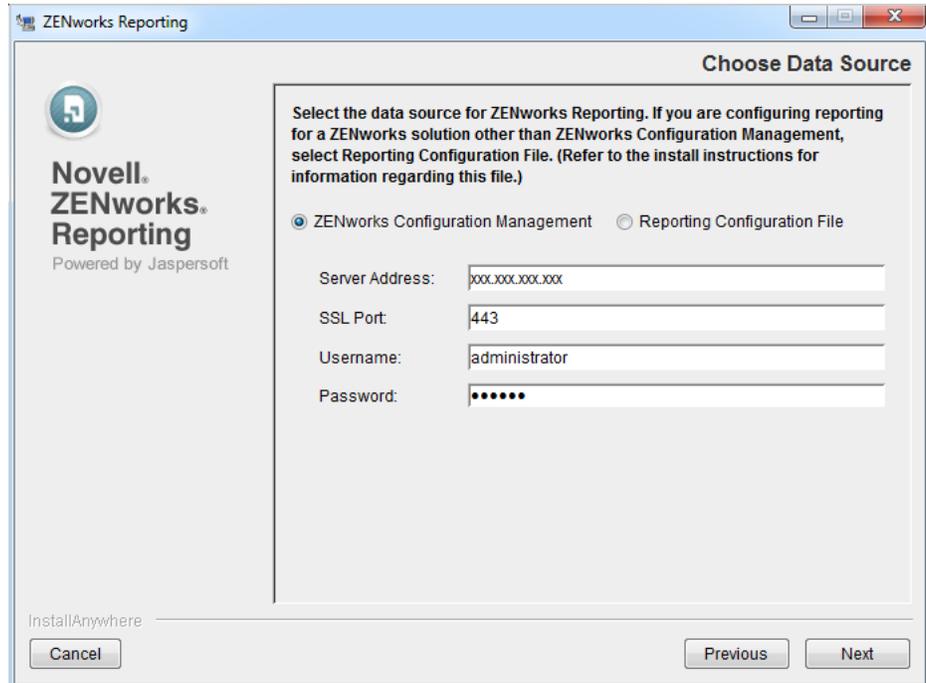
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Installation Prompts	Explanation
	<p data-bbox="480 247 1393 275">3. Select the LDAP groups that you want to map to the ROLE_ADMINISTRATOR role.</p> <p data-bbox="480 300 1438 470">This panel displays the short listed LDAP groups based on the <i>Root Context</i>. From this list, you must select at least one or more user groups that you want to map to the ROLE_ADMINISTRATOR. If you have selected a parent group (a group containing other sub-groups) to be mapped to the administrator role, the sub-groups that are under the parent group will not be mapped to the administrator role. If you want to map any sub-groups to the administrator role, they must be selected individually.</p> <p data-bbox="480 495 1438 695">For example, a “Finance” group has sub-groups (finance_account, finance_purchase, finance_administration) and a user (finance_manager). If the “Finance” group is selected, to map to administrator role, only the user (finance_manager) gets the administrator rights. The rights does not flow down to the users in the nested sub-groups. If you want administrator rights for the users in the sub-groups too, then select these groups (finance_account, finance_purchase and finance_administration) too, so that these also get mapped to the administrator role.</p> <p data-bbox="480 720 626 747">4. Click <i>Next</i>.</p> <p data-bbox="480 772 883 800"><b>To Configure Multiple User Sources</b></p> <p data-bbox="480 825 1438 932">ZENworks Reporting 5 supports only one user source. You can overcome this limitation by using the ZENworks Reporting LDAP Utility. Using this utility, you can add another user source and map to its required groups for the ZENworks Reporting administrator role on your existing ZENworks Reporting.</p> <p data-bbox="480 957 1438 1041">You must run the utility on your existing ZENworks Reporting server. It prompts you to separately configure another LDAP source and manually enter the LDAP groups that need to be mapped to the administrator role on the same server.</p> <p data-bbox="480 1066 1438 1150">If you want to map a group on another user source, run the ZENworks Reporting LDAP Utility again. For more information about ZENworks Reporting LDAP Utility, see the TID 7014511 in the <a href="#">Novell Support Knowledgebase</a>.</p> <p data-bbox="480 1176 1438 1203"><b>IMPORTANT:</b> Run the ZENworks Reporting LDAP Utility tool, after installation is completed.</p>

---

Installation Prompts	Explanation
Configure Data Source	Data source configuration publishes the domains and reports for ZENworks Reporting. A domain is a collection of objects mapped to a database schema. You can configure the data source by using one of the following methods:

◆ **For ZENworks Configuration Management:**

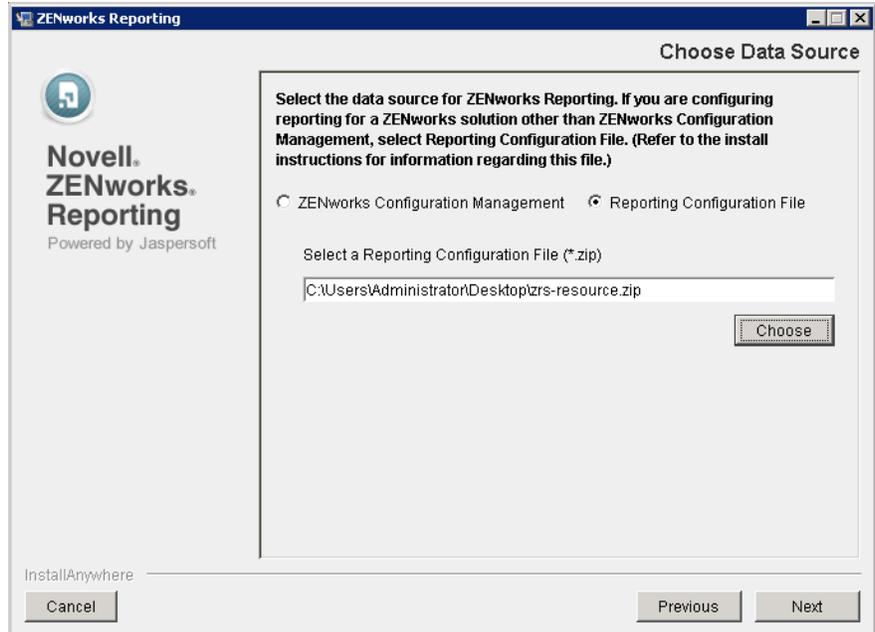


1. Select *ZENworks Configuration Management*.
2. Specify the following:
  - ◆ **Server Address:** The DNS name or the IP address of the ZENworks server from where you want to download the domain and reports.
  - ◆ **SSL Port:** The SSL port for ZENworks server.
  - ◆ **Username:** The ZENworks user with Super Administrator rights.
  - ◆ **Password:** The password of ZENworks user.
3. Click *Next*, the ZENworks certificate dialog box is displayed.
4. Validate the certificate and click *Yes* in the Certificate dialog box.

The installer fetches required ZENworks configuration and reporting resource files from the specified ZENworks Configuration Management server and publishes reports, domains, and data source in ZENworks Reporting.

## ◆ For other ZENworks products:

1. Select *Reporting Configuration file*, to configure different ZENworks products supported by ZENworks Reporting.



2. Click *Choose*, browse to a resource (for example, ZENworks Mobile Management) that has been downloaded and is locally available, then click *Next*.  
Any resource (.zip) can be configured or re-configured after installation by using ZENworks Reporting Configuration Tool.
3. The installer prompts to configure database connection. This option allows you to connect to the database used by the appropriate ZENworks product. Following are the database types that can be configured:
  - ◆ **Sybase SQL Anywhere**
  - ◆ **Microsoft SQL Server**
  - ◆ **Oracle**
4. Specify the following, based on the database that you have selected:
  - ◆ **Server:** Specify the ZENworks database IP address.
  - ◆ **Database Server Port:** This port is used by ZENworks database, specify the port used by ZENworks database.
  - ◆ **Database Name**
  - ◆ **Instance Name:** This field is displayed, if *Microsoft SQL Server* is selected.
  - ◆ **Username:** Specify the database user created by the ZENworks.
  - ◆ **Password**
5. Click *Next*.

---

**Installation Prompts****Explanation**

Configure Outbound Email Server The installer prompts to configure the Outbound Email Server. This configuration is required to enable email notification feature for Report Scheduling.

- ◆ **To configure the Outbound Email Server now:**

The screenshot shows a window titled "ZENworks Reporting" with a subtitle "Configure Outbound Email Server". On the left side, there is a logo for "Novell. ZENworks. Reporting" with the text "Powered by Jaspersoft" underneath. The main content area contains the following text: "You must configure an outbound email server, to send email notifications and distribute reports." Below this text is a checkbox labeled "Configure outbound email server later" which is currently unchecked. There are four input fields: "Outbound Email Server:" with the value "mail.novell.com", "Port:" with the value "25", "From Email Address:" with the value "User@novell.com", and "Password:" with the value "\*\*\*\*\*". At the bottom left, there is a label "InstallAnywhere" and a "Cancel" button. At the bottom right, there are "Previous" and "Next" buttons.

1. Clear the *Configure Outbound Email Server later* check box.
  2. Specify the following:
    - ◆ **SMTP Mail Server Address:** Specify DNS name or the IP address of the SMTP server. SMTP server is used for sending emails.
    - ◆ **Port:** Specify port number on which the SMTP server is listening. By default, the port number is 25.
    - ◆ **From Email Address:** Specify sender's email address using which all scheduled reports is sent.
    - ◆ **Password:** Specify sender's password.
  3. Click *Next*.
- ◆ **To configure the Outbound Email Server later:**
    1. Select the *Configure Outbound Email Server later* check box.
    2. Click *Next*.

You can also configure the Outbound Email Server after installation by using the ZENworks Reporting Configuration Tool.

For more information, see "[ZENworks Reporting Configuration Tool](#)" in the [ZENworks Reporting 5 System Reference](#).

---

Installation Prompts	Explanation
Installation summary	<p><b>GUI Installation:</b> To modify any information that you have entered, click <i>Previous</i>.</p> <p>Click <i>Install</i> to begin the installation, or click <i>Cancel</i> to exit the installation.</p> <p><b>Command Line Installation:</b> To modify any information that you have entered, type back and press Enter.</p> <p>Press Ctrl+C to exit the installation.</p>
Installation completion	<p>A confirmation message appears when the installation is complete.</p> <p>A <code>zenworks-reporting</code> folder is created in the installation directory.</p>
ZENworks Reporting version	<ul style="list-style-type: none"> <li>◆ <b>On Linux:</b> Installed ZENworks Reporting Version can be found in the <code>ZRSRelease.txt</code> file, located at <code>/opt/novell/zenworks-reporting</code> directory.</li> <li>◆ <b>On Windows:</b> Installed ZENworks Reporting Version can be found in the <code>ZRSRelease.txt</code> file, located at <code>%ZRS_HOME%</code> (it is an environment variable) directory.</li> </ul>

After installation, for managing Users and Roles, see “ZENworks Reporting Management” in the [ZENworks Reporting 5 System Reference](#).

## 2.3.2 ZENworks Reporting applications

After installing ZENworks Reporting the following applications are installed on your device as part of Jaspersoft engine:

- ◆ Apache Tomcat 6.0.26 version
- ◆ PostgreSQL 9.0 version: It is used internally by ZENworks Reporting engine.

## 2.3.3 ZENworks Reporting Installation verification

After the installation, perform any one of the following to verify that ZENworks Reporting is running:

- ◆ **Launch ZENworks Reporting Console**

Use following URL to launch the ZENworks Reporting Console in a Web browser. By default ZENworks Reporting port is 8080.

`http://DNS_name_or_IP_address_of_zenworks_reporting:zenworks_reporting_port`

For example, `http://127.0.0.1:8080`

Specify User name and password to log in to the ZENworks Reporting. User name must be `smaccountname` or `cn` is used (for example, `user1`).

This can be done either on the server where you installed ZENworks Reporting, or on a qualified workstation.

- ◆ **Check the Windows services by using the GUI**

On the server, click *Start*, select *Administrative Tools > Services*, then review the status of the Novell ZENworks Reporting Server and Novell ZENworks Reporting Embedded Datastore services.

If they are not running, start the ZENworks Reporting. Right-click the Novell ZENworks Reporting Server service, then select *Start*, right-click the Novell ZENworks Reporting Embedded service, then select *Start*.

The Restart option stops all related services that are already running and starts each of them in correct order, including Novell ZENworks Reporting Server and Novell ZENworks Reporting Embedded services.

- ◆ **Check the Windows services by using a command line**

On the server, click *Start*, Open command prompt, then run the following commands:

```
sc query NovellZENworksReportingServer
sc query "Novell ZENworks Reporting Embedded Datastore"
```

This lists all the ZENworks Reporting statuses.

To start the services, run the following commands:

```
sc start NovellZENworksReportingServer
sc start "Novell ZENworks Reporting Embedded Datastore"
```

- ◆ **Check the Linux services by using the configuration command**

On the server, run the following command:

```
/etc/init.d/NovellZENworksReportingServer status
```

This lists all the ZENworks Reporting statuses.

To start the services, run the following command:

```
/etc/init.d/NovellZENworksReportingServer start
```

## 2.3.4 ZENworks Reporting Paths

The ZENworks Reporting is installed within the ZENworks installation folder:

- ◆ **For Windows:**

`%ZRS_HOME%` represents the ZENworks Reporting installation path. The default path is `C:\Program Files\Novell\zenworks-reporting\`

- ◆ **For Linux:**

`/opt/novell/zenworks-reporting/`

## 2.3.5 Installer Logs

The Installer logs are stored in the following location:

**On Windows:** `%ZRS_HOME%\logs`

The default path is `C:\Program Files\Novell\zenworks-reporting\logs\`

**On Linux:** `/var/opt/novell/zenworks-reporting/log/`

## 2.3.6 ZENworks Reporting Services

To stop, start, or restart the ZENworks Reporting services.

- ◆ **For Windows:**

1. Click *Start > All Programs > ZENworks Reporting 5*.

2. Go to the *Start or Stop Services* folder.
3. Click *Stop Service* to stop the services or click *Start Service* to start the services.

♦ **For Linux:**

Execute the following commands:

- ♦ **To Start the Service:** `/etc/init.d/NovellZENworksReportingServer start`
- ♦ **To Stop the Service:** `/etc/init.d/NovellZENworksReportingServer stop`
- ♦ **To Restart the Service:** `/etc/init.d/NovellZENworksReportingServer restart`

## 2.4 Applying the ZENworks Reporting Patch

You must apply the ZENworks Reporting patch after installing the ZENworks Reporting. Download the `ZENworks_Reporting_5_patch.zip` file from [Novell Web site \(http://download.novell.com\)](http://download.novell.com) for ZENworks Reporting 5. This contains audit related fixes.

Perform the following steps to apply the patch on to ZENworks Reporting 5:

- 1 Extract `ZENworks_Reporting_5_patch.zip` file, on to ZENworks Reporting 5.
- 2 Apply the patch:

**Windows:**

1. Open the Command prompt and specify the path where the `ZENworks_Reporting_5_patch` file is extracted.
2. Type `ZRSPatch.bat` and press *Enter*.

**Linux:**

1. Provide complete permissions on the `ZENworks_Reporting_5_patch` folder.
2. Open the terminal.
3. Specify the path where the `ZENworks_Reporting_5_patch` file is extracted.
4. Type `ZRSPatch.sh` and press *Enter*.



---

# 3 Uninstalling ZENworks Reporting

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**NOTE:** ZENworks Reporting must be uninstalled in the same mode that it was installed.

For example, if you installed ZENworks Reporting by using the command line mode, then you must uninstall the server in command line mode only.

---

- ♦ [Section 3.1, “Uninstalling ZENworks Reporting by Using Windows Add or Remove Programs,” on page 27](#)
- ♦ [Section 3.2, “Uninstalling ZENworks Reporting by Using GUI Mode,” on page 27](#)
- ♦ [Section 3.3, “Uninstalling ZENworks Reporting by Using Command Line Mode,” on page 27](#)
- ♦ [Section 3.4, “Uninstalling ZENworks Reporting by Using Silent Mode,” on page 28](#)
- ♦ [Section 3.5, “Post Uninstallation,” on page 28](#)

## 3.1 Uninstalling ZENworks Reporting by Using Windows Add or Remove Programs

- 1 Click *Start > Settings > Control Panel > Add or Remove Programs*.
- 2 In the Add or Remove Programs window, select *ZENworks Reporting*, then click *Uninstall*.

## 3.2 Uninstalling ZENworks Reporting by Using GUI Mode

To uninstall ZENworks Reporting in the GUI mode:

- 1 On Windows, run the following command:  
`%ZRS_HOME%\Uninstall_ZENworks Reporting\Uninstall_ZENworks Reporting.exe`  
On Linux, run the following command:  
`/opt/novell/zenworks-reporting/Uninstall_ZENworks Reporting/Uninstall_ZENworks_Reporting`
- 2 Click *Uninstall* in the Uninstall Reporting Server page.
- 3 Click *OK*.
- 4 Click *Done* in the Uninstall Complete page.

## 3.3 Uninstalling ZENworks Reporting by Using Command Line Mode

To uninstall ZENworks Reporting in the Command Line mode:

- 1 On Linux, run the following command:

```
/opt/novell/zenworks-reporting/Uninstall_ZENworks\ Reporting/  
Uninstall_ZENworks_Reporting
```

2 Follow the on-screen instructions to complete the uninstallation process.

## 3.4 Uninstalling ZENworks Reporting by Using Silent Mode

To uninstall ZENworks Reporting in the Silent mode:

1 On Windows, run the following command:

```
%ZRS_HOME%\Uninstall_ZENworks_Reporting\Uninstall_ZENworks_Reporting.exe
```

On Linux, run the following command:

```
/opt/novell/zenworks-reporting/Uninstall_ZENworks\ Reporting/  
Uninstall_ZENworks_Reporting
```

On a Windows device, you can view the uninstall logs in the Windows - %ZRS\_HOME%\log\ZENworks-Reporting-Uninstall\_date\_time.log.xml file.

On a Linux device, you can view the uninstall logs in the linux - /var/opt/novell/zenworks-reporting/log/ZENworks-Reporting\_Uninstall\_date\_time.log.xml.

## 3.5 Post Uninstallation

After uninstalling ZENworks Reporting, you must restart the device.

---

# 4 Jaspersoft Studio

Jaspersoft Studio 5.6 is an Eclipse-based report designer for ZENworks Reporting. It is a full rewrite of iReport. Jaspersoft Studio allows you to create sophisticated layouts containing charts, images, sub-reports, crosstabs, and more. You can access your data through various sources including JDBC, TableModels, JavaBeans, XML, Hibernate, Big Data (such as Hive), CSV, XML, as well as custom sources. Then you can publish reports as PDF, RTF, XML, XLS, CSV, HTML, XHTML, text, DOCX, or Open Office.

---

**IMPORTANT:** Jaspersoft Studio 5.6 supports only Windows.

---

To install Jaspersoft Studio 5.6 and connect to ZENworks Reporting, perform the following tasks:

- ♦ [Section 4.1, “Installing Jaspersoft Studio 5.6,” on page 29](#)
- ♦ [Section 4.2, “Connecting Jaspersoft Studio 5.6 to ZENworks Reporting,” on page 30](#)

## 4.1 Installing Jaspersoft Studio 5.6

To install Jaspersoft Studio 5.6:

- 1 Download the `Jaspersoft_Studio_5.6.iso` file from the [Novell Download](#) site.
- 2 Mount the `Jaspersoft_Studio_5.6.iso` file.
- 3 Browse to the `Jaspersoft_Studio_5.6.iso` directory.
- 4 Double-click the `setup.exe` file.
- 5 Select the required language, then click *Continue*.
- 6 Accept the agreement in the License Agreement page, then click *Next*.
- 7 Choose the installation directory, then click *Next*.
- 8 Review the Summary page. To change previous settings, click *Previous*; otherwise, click *Install*, then click *Done*.
- 9 Go to *Start > Jaspersoft > Jaspersoft Studio Professional-5.6.0 final*, then click *Jaspersoft Studio Professional-5.6.0 final*.
- 10 If the Workspace Selection page appears, specify the *Workspace Root Path*, then click *OK*.
- 11 If you want to create the workspace directory, click *OK*.
- 12 In Jaspersoft Studio, choose *Help*, then click *License Manager*.
- 13 In the License Manager page, click *Install new license*.
- 14 Browse to the `jasperserver.license` file location. For example, `C:\jsstudio\js-studio-pro-5.6.0`
- 15 Click *Open* to install the new license for Jaspersoft Studio.  
In the License Manager page, the *License Type* will be changed from *Evaluation* to *Commercial*.
- 16 Click *Close* to close the License Manager page.

## 4.2 Connecting Jaspersoft Studio 5.6 to ZENworks Reporting

To connect Jaspersoft Studio 5.6 to ZENworks Reporting:

1 Install the ZENworks Reporting certificate:

- 1a Administrators provide the ZENworks Reporting certificate. To get the ZENworks Reporting certificate, see [Section 4.2.1, “Copying the ZENworks Reporting Certificate,” on page 31](#).
- 1b Copy the ZENworks Reporting certificate (`server.cert`) on the device on which Jaspersoft Studio 5.6 is installed.
- 1c Open the command prompt, then execute the following command:

```
cd <studio install path>\js-studio-pro-5.6.0\features\jre.win32.win32.x86_64.feature_1.7.0.u25\jre\bin
```

<studio install path> is the location where Jaspersoft Studio 5.6 is installed. For example, C:\Program Files\Jaspersoft

1d Execute the following command:

```
keytool -import -keystore <studio install path>\js-studio-pro-5.6.0\features\jre.win32.win32.x86_64.feature_1.7.0.u25\jre\lib\security\cacerts -file <certificate path>\<certificate name> -storepass changeit
```

<studio install path> is the location where Jaspersoft Studio 5.6 is installed. For example, C:\Program Files\Jaspersoft

<certificate path> is the location where the ZENworks Reporting certificate that is copied onto the device where Jaspersoft Studio 5.6 is installed. For example C:\Program Files\Certificate

<certificate name> is the name of the ZENworks Reporting certificate. For example, zrs-appl.labs.blr.novell.com

- 2 Start Jaspersoft Studio 5.6.
- 3 In Jaspersoft Studio 5.6, choose *Window > Show View*, then click *Other*.
- 4 In the Show View page, below the *Jaspersoft Studio* view, select *Repository Explorer*, then click *OK*.
- 5 In the Repository view, right-click *Servers*, then click *Create JasperReports Server Connection*.
- 6 In the Server profile wizard, specify the following:
  - ◆ **Name:** Name of the connection.
  - ◆ **URL:** The ZENworks Reporting URL (`https://<hostname>:<port number>/jasperserver-pro/`).
  - ◆ **Organization:** Name of the organization.
  - ◆ **User:** A valid ZENworks Reporting user name.
  - ◆ **Password:** The relevant password for the user name specified in the previous field.
- 7 Click *Test Connection*. After a successful connection is established, the ZENworks Reporting content appears.
- 8 Click *Finish* to save the connection.

For more information about how to use Jaspersoft Studio 5.6, see [Jaspersoft Studio 5.6](#).

## 4.2.1 Copying the ZENworks Reporting Certificate

To copy the ZENworks Reporting Certificate:

♦ **Windows:**

- 1 Log into ZENworks Reporting as an administrator.
- 2 Go to %ZRS\_HOME%\conf\security.
- 3 Copy the server.cert file.

♦ **Linux:**

- 1 Log into ZENworks Reporting as a root user.
- 2 Go to /opt/novell/zenworks-reporting/conf/security.
- 3 Copy the server.cert file.



---

# A Installing Dependent RPM Packages on a Linux Device

ZENworks Reporting installation on a Linux server requires that certain RPM packages must be already installed on the server. See the following sections for more information on the RPM packages required on the Linux devices:

- ♦ [Section A.1, “Red Hat Enterprise Linux Server,” on page 33](#)
- ♦ [Section A.2, “SUSE Linux Enterprise Server,” on page 37](#)

## A.1 Red Hat Enterprise Linux Server

You can use the Red Hat Enterprise Linux installation media to install the packages on the Red Hat Enterprise Linux server before starting the ZENworks Reporting installation on the server:

<b>RHEL 5.x - 64 bit</b>	<b>RHEL 6.x - 64 bit</b>
audit-libs	acl
binutils	audit-libs
bzip2-libs	basesystem
compat-readline43	bash
cpio	binutils
cracklib	ca-certificates
cracklib-dicts	chkconfig
device-mapper	ConsoleKit
device-mapper-event	ConsoleKit-libs
device-mapper-multipath	coreutils
dmraid	coreutils-libs
dmraid-events	cpio
e2fsprogs	cracklib
e2fsprogs-libs	cracklib-dicts
ethtool	cryptsetup-luks
filesystem	cryptsetup-luks-libs
gzip	db4

<b>RHEL 5.x - 64 bit</b>	<b>RHEL 6.x - 64 bit</b>
hmacalc	dbus
info	dbus-glib
initscripts	dbus-libs
iproute	device-mapper
iputils	device-mapper-libs
keyutils-libs	dmidecode
kpartx	eggdbus
krb5-libs	ethtool
less	expat
libacl	filesystem
libattr	findutils
libcap	freetype
libgcc	gamin
libjpeg	gawk
libselinux	gdbm
libsepol	glib2
compat-libstdc++33	glibc
libsysfs	glibc-common
libX11	glibc.i686
libXau	gmp
libXdamage	grep
libXdmpc	gzip
libXext	hal
libXfixes	hal-info
libXinerama	hal-libs
libXrandr	hdparm
libXrender	hwdata
libXtst	info
logrotate	initscripts
lvm2	iproute
MAKEDEV	iptables
mcstrans	iputils
mingetty	jpackage-utils

<b>RHEL 5.x - 64 bit</b>	<b>RHEL 6.x - 64 bit</b>
mkinitrd	kbd
module-init-tools	kbd-misc
nash	keyutils-libs
ncurses	krb5-libs
net-tools	less
nspr	libacl
nss	libattr
openssl	libblkid
openssl097a	libcap
pam	libcap-ng
pcre	libcom_err
popt	libgcc
procps	libgcrypt
psmisc	libgpg-error
python	libidn
readline	libjpeg
redhat-release	libnih
rsyslog	libselinux
setup	libsepol
sgpio	libstdc++
shadow-utils	libudev
sqlite	libusb
SysVinit	libutempter
tar	libuuid
termcap	libX11
tzdata	libX11-common
udev	libX11.i686
util-linux	libXau
xorg-x11-filesystem	libXau.i686
	libxcb
	libxcb.i686
	libXdmcp
	libXext

RHEL 5.x - 64 bit	RHEL 6.x - 64 bit
	libXext.i686
	libXi
	libXi.i686
	libxml2
	libXtst
	libXtst.i686
	MAKEDEV
	mingetty
	module-init-tools
	ncurses
	ncurses-base
	ncurses-libs
	net-tools
	nss-softokn-freebl
	nss-softokn-freebl.i686
	openssl
	pam
	pciutils-libs
	pcre
	perl
	perl-libs
	perl-Module-Pluggable
	perl-Pod-Escapes
	perl-Pod-Simple
	perl-version
	pm-utils
	polkit
	popt
	procps
	psmisc
	redhat-release-server
	sed
	setup

RHEL 5.x - 64 bit	RHEL 6.x - 64 bit
	shadow-utils
	sysvinit-tools
	tcp_wrappers-libs
	tzdata
	udev
	upstart
	util-linux-ng
	zlib

## A.2 SUSE Linux Enterprise Server

You can use the SUSE Linux Enterprise Server installation media to install the packages on the SUSE Linux Enterprise Server before starting the ZENworks Reporting installation on the server:

SLES 10 SP3 - 64 Bit	SLES 11 SP1 - 64 Bit
xinetd	xinetd
bash	bash
libxml2	libxml2
glibc-32bit	glibc-32bit
libjpeg-32bit	libjpeg-32bit
zlib-32bit	zlib-32bit
libgcc	libgcc43-32bit
libstdc++	libstdc++43-32bit
perl	perl
coreutils	coreutils
fillup	fillup
gawk	gawk
glibc	glibc
grep	grep
insserv	insserv
pwdutils	pwdutils
sed	sed
sysvinit	sysvinit
diffutils	diffutils
logrotate	logrotate

<b>SLES 10 SP3 - 64 Bit</b>	<b>SLES 11 SP1 - 64 Bit</b>
perl-base	perl-base
tcpd	tcpd
libreadline5	libreadline5
libncurses5	libncurses5
zlib	zlib
libglib-2_0-0	libglib-2_0-0
libgmodule-2_0-0	libgmodule-2_0-0
libgthread-2_0-0	libgthread-2_0-0
gdbm	gdbm
libdb-4_5	libdb-4_5
coreutils-lang	coreutils-lang
info	info
libacl	libacl
libattr	libattr
libselinux1	libselinux1
pam	pam
filesystem	filesystem
aaa_base	aaa_base
libldap-2_4-2	libldap-2_4-2
libnscd	libnscd
libopenssl0_9_8	libopenssl0_9_8
libxcrypt	libxcrypt
openslp	openslp
pam-modules	pam-modules
libsepol1	libsepol1
findutils	findutils
mono-core	mono-core
bzip2	bzip2
cron	cron
popt	popt
terminfo-base	terminfo-base
glib2	glib2
pcre	pcre

<b>SLES 10 SP3 - 64 Bit</b>	<b>SLES 11 SP1 - 64 Bit</b>
libbz2-1	libbz2-1
libzio	libzio
audit-libs	audit-libs
cracklib	cracklib
cpio	cpio
login	login
mingetty	mingetty
ncurses-utils	ncurses-utils
net-tools	net-tools
psmisc	psmisc
sles-release	sles-release
udev	udev
cyrus-sasl	cyrus-sasl
permissions	permissions
glib2-branding-SLES	glib2-branding-SLES
glib2-lang	glib2-lang
libgcc43	libgcc43
libstdc++43	libstdc++43
cracklib-dict-full	cracklib-dict-full
cpio-lang	cpio-lang
sles-release-DVD	sles-release-DVD
libvolume_id1	libvolume_id1
licenses	licenses
libavahi-client3	libavahi-client3
libavahi-common3	libavahi-common3
libjpeg	libjpeg
xorg-x11-libX11	xorg-x11-libX11
xorg-x11-libXext	xorg-x11-libXext
xorg-x11-libXfixes	xorg-x11-libXfixes
xorg-x11-libs	xorg-x11-libs
dbus-1	dbus-1
xorg-x11-libXau	xorg-x11-libXau
xorg-x11-libxcb	xorg-x11-libxcb

<b>SLES 10 SP3 - 64 Bit</b>	<b>SLES 11 SP1 - 64 Bit</b>
fontconfig	fontconfig
freetype2	freetype2
libexpat1	libexpat1
xorg-x11-libICE	xorg-x11-libICE
xorg-x11-libSM	xorg-x11-libSM
xorg-x11-libXmu	xorg-x11-libXmu
xorg-x11-libXp	xorg-x11-libXp
xorg-x11-libXpm	xorg-x11-libXpm
xorg-x11-libXprintUtil	xorg-x11-libXprintUtil
xorg-x11-libXrender	xorg-x11-libXrender
xorg-x11-libXt	xorg-x11-libXt
xorg-x11-libXv	xorg-x11-libXv
xorg-x11-libfontenc	xorg-x11-libfontenc
xorg-x11-libxkbfile	xorg-x11-libxkbfile
libuuid1	libuuid1
libsqlite3-0	libsqlite3-0
libgobject-2_0-0	libgobject-2_0-0
rpm	rpm
util-linux	util-linux
libblkid1	libblkid1
util-linux-lang	util-linux-lang
update-alternatives	update-alternatives
postfix	postfix
netcfg	netcfg
openldap2-client	openldap2-client
	lsb_release

---

# B Troubleshooting ZENworks Reporting Installation

The following sections provide solutions to the issues that you might encounter while installing ZENworks Reporting:

- ♦ [“Password appears in clear text” on page 41](#)
- ♦ [“Java Heap Size error” on page 41](#)
- ♦ [“LDAP User unable to log in to ZENworks Reporting” on page 42](#)
- ♦ [“Unable to log in to ZENworks Reporting if Organization Unit has special characters” on page 42](#)
- ♦ [“Unable to open ZENworks Reporting ports in the firewall” on page 43](#)
- ♦ [“Unable to access ZENworks Reporting after installation” on page 43](#)
- ♦ [“Changing ZENworks Reporting Session Time out” on page 43](#)
- ♦ [“ZENworks Reporting installation might fail” on page 43](#)
- ♦ [“Unable to install ZENworks Reporting” on page 44](#)
- ♦ [“An error occurs while performing the previous request, error message is displayed while creating a report” on page 45](#)
- ♦ [“ZENworks Reporting displays incorrect values if Oracle database version is 11.2.0.1” on page 45](#)

## Password appears in clear text

Source: ZENworks Reporting.

Explanation: If you are installing ZENworks Reporting on RHEL Operating system with Command Line installation method, then password appears in clear text format.

Action: You must install `compat-libstdc++-33-3.2.3-69.el6` package on RHEL Operating system.

## Java Heap Size error

Source: ZENworks Reporting.

Explanation: If you are working with large reports, then the Java heap space error may appear.

Action: Based on available RAM, you can increase the Java heap size. To increase the Java heap size, perform the following steps:

♦ **For Windows:**

- 1 Browse to %ZRS\_HOME%\js\apache-tomcat\bin.
- 2 Open `service.bat` file.
- 3 Search the following line to change the JVM heap size. For example, %EXECUTABLE%/US//%SERVICE\_NAME% --Startup auto --JvmOptions . Update the line to increase the maximum heap size (xmx) from xxxxM to yyyyM. For example, Xmx4000M.
- 4 Re-install the service. Since, Tomcat is installed as a service.
- 5 From a Windows Command Prompt, specify the following commands:
  - 5a `cd %ZRS_HOME%\js\apache-tomcat\scripts`
  - 5b `serviceinstall.bat REMOVE` If the command prompt is closed then perform the [Step 5](#).
  - 5c `serviceinstall.bat INSTALL`
- 6 Stop and restart ZENworks Reporting. For more information, see [Section 2.3.6, "ZENworks Reporting Services," on page 24](#).

♦ **For Linux:**

- 1 Browse to /opt/novell/zenworks-reporting/js/apache-tomcat/scripts.
- 2 Open `ctl.sh` file.
- 3 Search for -XmxxxxM ("xxxx" are variables) which reflects in two instances. For example, -Xmx1024M and replace with -Xmx4000M.
- 4 Stop and restart ZENworks Reporting. For more information, see [Section 2.3.6, "ZENworks Reporting Services," on page 24](#).

## LDAP User unable to log in to ZENworks Reporting

Source: ZENworks Reporting.

Explanation: If credentials is changed for the LDAP user, which is configured on *Configure User Source* wizard through installation or ZENworks Reporting Configuration Tool, then none of the LDAP users will be able to log in to ZENworks Reporting.

Action: You must run the ZENworks Reporting Configuration Tool, and specify the new LDAP credentials.

For more information, see "[ZENworks Reporting Configuration Tool](#)" in the [ZENworks Reporting 5 System Reference](#).

## Unable to log in to ZENworks Reporting if Organization Unit has special characters

Source: ZENworks Reporting.

Explanation: If you have configured ZENworks Reporting with Organization Unit (OU) having special characters while configuring LDAP server (during installation or configuration), users of that OU cannot log in to ZENworks Reporting.

Action: Do not use special characters in OU.

## Unable to open ZENworks Reporting ports in the firewall

Source: ZENworks Reporting.

Explanation: If you install ZENworks Reporting on Windows operating system by using the Silent method, then ZENworks Reporting ports will not be opened in firewall.

Action: Open ZENworks Reporting ports manually in the firewall.

## Unable to access ZENworks Reporting after installation

Source: ZENworks Reporting.

Explanation: After installing ZENworks Reporting, sometimes you might not be able to access ZENworks Reporting server. If you check the status of the services, status appears as *Tomcat is not running*.

Action: Manually restart the ZENworks Reporting services.

For more information about ZENworks Reporting services, see the [Section 2.3.6, “ZENworks Reporting Services,”](#) on page 24.

## Changing ZENworks Reporting Session Time out

Source: ZENworks Reporting.

Explanation: Default ZENworks Reporting session time out is set to 30 minutes.

Action: You can change ZENworks Reporting session time out by using the `web.xml` file.

To change the ZENworks Reporting session time out:

1. Backup the `web.xml` file.
  - ♦ **For Windows:** `%ZRS_HOME%\js\apache-tomcat\webapps\jasperserver-pro\WEB-INF\web.xml`
  - ♦ **For linux:** `/opt/novell/zenworks-reporting/js/apache-tomcat/webapps/jasperserver-pro/WEB-INF/web.xml`
2. Open the `web.xml` file.
3. Go to `<session-timeout>`
4. Change the existing time out (30) to the required time out in `<session-timeout>30</session-timeout>`
5. Manually restart the ZENworks Reporting services.

For more information about ZENworks Reporting services, see the [Section 2.3.6, “ZENworks Reporting Services,”](#) on page 24.

## ZENworks Reporting installation might fail

Source: ZENworks Reporting.

Explanation: If you are installing ZENworks Reporting on a device by using Windows domain admin account it might fail.

Action: Install ZENworks Reporting on a device by using Local admin account.

For more information, see TID 7014279 in the [Novell Support Knowledgebase \(http://www.novell.com/support/kb/doc.php?id=7014279\)](http://www.novell.com/support/kb/doc.php?id=7014279)

## Unable to install ZENworks Reporting

Source: ZENworks Reporting.

Explanation: While installing ZENworks Reporting, installation fails.

Action: You must cleanup the ZENworks Reporting server manually.

On Windows device, perform the following steps:

- 1 Go to ZENworks Reporting installed location. For example, C:\Program Files\novell\zenworks-reporting\Uninstall\_ZENworks Reporting.
- 2 Double click the Uninstall\_ZENworks Reporting file. If uninstall hangs, then perform the following steps:

1. In the Windows Task Manager, click the *Application* tab, select the Uninstall\_ZENworks Reporting application, then click *End Task*.
2. Delete the ZENworks Reporting Services. To delete the services, perform the following steps:

- a. Open the Registry Editor.
- b. Go to  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\services\  
c. Delete Novell\_ZENworks Reporting Embedded Datastore and NovellZENworksReportingServer folders.

Or

- a. Open the Command prompt.
- b. Run `sc delete Novell_ZENworks Reporting Embedded Datastore` and `sc delete NovellZENworksReportingServer` command.

- 3 Go to C:\ProgramData\Microsoft\Windows\Start Menu\Programs\  
4 Delete ZENworks Reporting and JasperReports Server 5.0.1 folders.

- 5 Open the Registry.

Go to

HKEY\_LOCAL\_MACHINE\SOFTWARE Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\ and delete ZENworks Reporting folder.

- 6 Delete the ZENworks Reporting folder from the device.

On Linux device, perform the following steps:

- 1 Go to ZENworks Reporting installed location. For example, /opt/novell/zenworks-reporting/Uninstall\_ZENworks Reporting.
- 2 On terminal run Uninstall\_ZENworks Reporting. If uninstall hangs then perform the following:
  1. Close the terminal, to terminate the uninstall application.
  2. Delete the zenworks-reporting folder located at /opt/novell/zenworks-reporting.

3. Run the `/etc/init.d/NovellZENworksReportingServer` command to stop ZENworks Reporting services.
4. Kill PostgreSQL and Tomcat services.

Open terminal, type `fuser "portnumber"/tcp` command. For example: `fuser 8080/tcp` (Default tomcat port for ZENworks Reporting) `fuser 5432/tcp` (Default Postgres database port for ZENworks Reporting).

The output of the above command is similar to `"portnumber"/tcp xxxxx`. Where xxxxx is the Process ID, use the Process ID xxxxx to kill the service. For example, `kill -9 xxxxx`

5. Go to `/etc/init.d/` folder delete the `NovellZENworksReportingServer` file.
6. Delete the `/var/opt/novell/zenworks-reporting` folder from the device.

## An error occurs while performing the previous request, error message is displayed while creating a report

Source: ZENworks Reporting.

Explanation: If your report exceeds 50,000 characters for such report *An error occurred while performing the previous request* error message is displayed.

Action: You must increase the default length of an SQL query in `security.properties` file as follows:

1 Go to the following path:

- ♦ **For Windows:** `%ZRS_HOME%\js\apache-tomcat\webapps\jasperserver-pro\WEB-INF\classes\esapi`
- ♦ **For Linux:** `/opt/novell/zenworks-reporting/js/apache-tomcat/webapps/jasperserver-pro/WEB-INF/classes/espai`

2 Backup the `security.properties` file.

3 Open the `security.properties` file.

4 Search for

`sqlQueryExecutor=Alpha,ValidSQL,50000,true,SQL_Query_Executor_context` and replace with required value.

5 Restart the ZENworks Reporting Services. For more information about ZENworks Reporting services, see the [Section 2.3.6, "ZENworks Reporting Services,"](#) on page 24.

## ZENworks Reporting displays incorrect values if Oracle database version is 11.2.0.1

Source: ZENworks Reporting.

Explanation: If your ZENworks Reporting is using Oracle database 11.2.0.1 or prior versions, the report might display incorrect values.

Action: It is recommended to use Oracle database 11.2.0.4 and later versions.



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# C Documentation Updates

This section contains information on documentation content changes that were made in this *ZENworks Reporting 5 Installation Guide* for Novell ZENworks 11 SP3. The information helps you to keep current on updates to the documentation.

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

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

The documentation was updated on the following dates:

- ♦ [Section C.1, "July 2014; Update for ZENworks 11 SP3 \(11.3.1\)," on page 47](#)

## C.1 July 2014; Update for ZENworks 11 SP3 (11.3.1)

Location	Update
<a href="#">Section 2.3, "Installing ZENworks Reporting," on page 12</a>	Updated Important.

