

Novell.

Novell® ZENworks® Patch Management Server

Powered by PatchLink Update

Server Installation Guide

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Preface

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

About This Guide

This guide contains the following chapters and appendices.

- [Chapter 1, “Planning your Installation”](#)
- [Chapter 2, “Installing Your ZENworks Patch Management Server”](#)
- [Appendix A, “Installation Checklist”](#)
- [Appendix B, “Index”](#)

Document Conventions

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

Typographical Conventions

The text formatting used within Novell documentation follows these conventions:




Table 0.1 Typographical Conventions

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

Comment Icons

The comment icons identify the following types of information:

Table 0.2 Comment Icons

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

1 Planning your Installation

To assist in gathering the information required for a smooth installation, it is recommended that you use the installation checklist found in [Appendix A, “Installation Checklist”](#).

Software Requirements

- Windows Server™ 2000 Service Pack 4 or higher (Standard or Advanced)
- Windows Server 2003 (Standard or Enterprise)
- Windows Server 2003 Service Pack 1
- Windows® XP Service Pack 1 or higher (for evaluation only)
- Microsoft® Internet Explorer 5.01 (or higher)



Notes:

- All operating systems should be the default installation with load additional software loaded prior to installing ZENworks Patch Management
- You must **NOT** have Microsoft SQL Server, Microsoft SQL Server Desktop Engine (MSDE), or Microsoft Access installed on the ZENworks Patch Management Server target system
- Do not install Netscape® 5 (or higher) until after successfully installing ZENworks Patch Management
- Do not install the server software on a Primary Domain Controller (PDC). Installation onto a PDC is not supported in this release of ZENworks Patch Management
- In many cases, when deploying the agent, you must be logged in as a Domain Administrator

Hardware Requirements

Minimum (for limited evaluations)

- Intel Pentium 200MHz-processor
- 256 MB of RAM
- 5 GB of available disk space
- A LAN connection (enabling a browser connection to the Internet)

Recommended

For every 1000 devices managed using ZENworks Patch Management Server, we recommend:

- Intel Pentium 1 GHz-processor
- 1024 MB of RAM
- 20 GB of available disk space
- A LAN connection (enabling a browser connection to the Internet)



Note: Deployments over multiple locations or large numbers of nodes may require additional resources. Please check with your Novell representative.

SQL Server Requirements for Production Environments

ZENworks Patch Management Server installs *Microsoft SQL Server 2000 Desktop Engine* (MSDE 2000). This version of SQL Server is limited to eight (8) concurrent database connections. To deploy ZENworks Patch Management Server in an environment which requires more than eight concurrent connections you must upgrade to a fully licensed version of SQL Server 2000.

Microsoft SQL Server licensing is available in any one of three (3) formats. These formats are:

- **Per-Processor license** - Requires a single license for each CPU in the operating system instance running SQL Server. This license does not require any device or user *Client Access Licenses* (CALs)
- **Server plus device CALs** - Requires a license for the computer running Microsoft SQL Server **and** a CAL for **each** client device

- **Server plus user CALs** - Requires a license for the computer running Microsoft SQL Server **and** a CAL for **each** user



Note: Please refer to your *Microsoft SQL Server Licensing Agreement* to determine which licensing mode is appropriate for your organization.

Obtaining a SSL Web Certificate

If you will be using SSL, you will 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 your ZENworks Patch Management Server.

2 Installing Your ZENworks Patch Management Server

Installing ZENworks Patch Management

To install ZENworks Patch Management:

1. Place the ZENworks Patch Management CD into your CD-ROM drive and select **Install ZENworks Patch Management**



Note: Web download customers: Run the install program **SETUP.EXE**

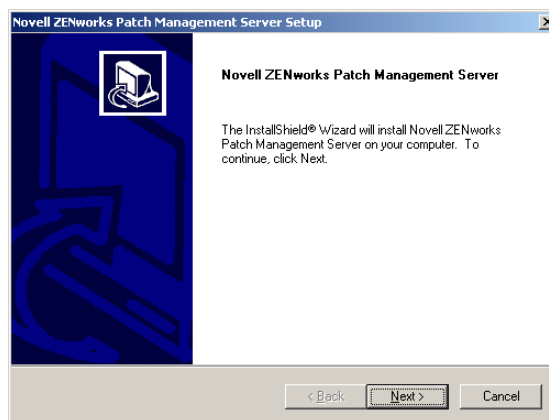


Figure 2.1 ZENworks Patch Management Server Installation Wizard

2. Click **Next** to proceed to the *System Requirements* page of the *Installation Wizard*

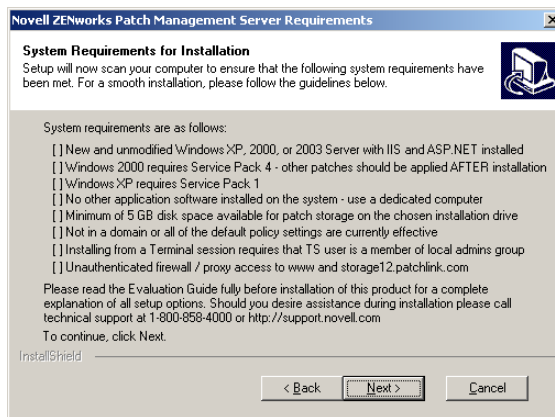


Figure 2.2 System Requirements page

- The *System Requirements* page details the current system requirements, and will check to ensure that your system meets these requirements.



Note: If you have any questions and/or require additional assistance please contact Novell Support at 800.858.4000

3. Click **Next** to proceed to the *License Agreement* page of the *Installation Wizard*

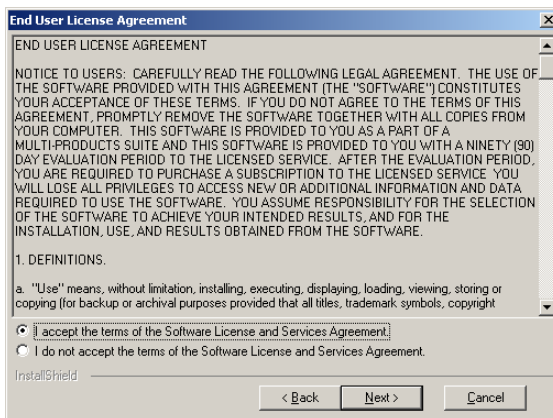
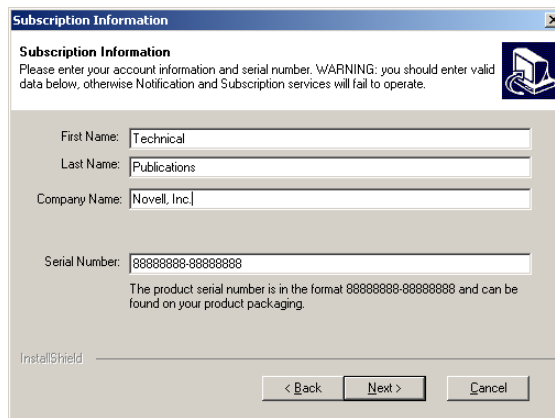


Figure 2.3 License Agreement page

- Please read the license agreement carefully; it covers the terms and agreements between your organization and Novell, Inc., which govern both your usage of the ZENworks Patch Management Server and the Subscription Service service.
4. If you accept the agreement, select the **I accept the terms of the End User License Agreement** option
 5. Click **Next** to proceed to the *Subscription Information* page of the *Installation Wizard*

A screenshot of a Windows-style dialog box titled "Subscription Information". It contains a warning message: "Please enter your account information and serial number. WARNING: you should enter valid data below, otherwise Notification and Subscription services will fail to operate." Below the warning are four text input fields: "First Name:" with "Technical", "Last Name:" with "Publications", "Company Name:" with "Novell, Inc.", and "Serial Number:" with "88888888-88888888". A note below the serial number field states: "The product serial number is in the format 88888888-88888888 and can be found on your product packaging." At the bottom left is the "InstallShield" logo, and at the bottom right are three buttons: "< Back", "Next >", and "Cancel".

Subscription Information

Please enter your account information and serial number. WARNING: you should enter valid data below, otherwise Notification and Subscription services will fail to operate.

First Name: Technical

Last Name: Publications

Company Name: Novell, Inc.

Serial Number: 88888888-88888888

The product serial number is in the format 88888888-88888888 and can be found on your product packaging.

InstallShield

< Back Next > Cancel

Figure 2.4 Subscription Information page

- You must complete ALL of the information within the registration, as this information is required and will be used by Novell to identify you when accessing the Subscription Service service.



Note: Your serial number is two groups of eight alphanumeric characters located on your product packaging. If do not have your product packaging, you will need to obtain your serial number by contacting the Novell Sales at 800.858.4000



Tip: Make a note of your serial number and keep it in a safe place. It will be required for your agent installations and if you need to reinstall your ZENworks Patch Management Server in the future

- Click **Next** to proceed to the *Choose Destination Location* page of the *Installation Wizard*

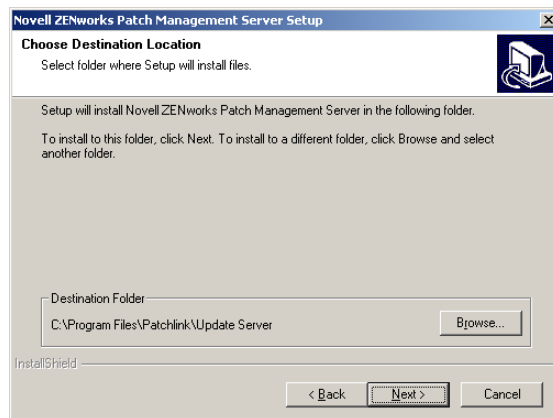


Figure 2.5 Choose Destination Location page

- The default installation directory for the ZENworks Patch Management Server is %Program Files%\PatchLink\Update Server. If you need to install your ZENworks Patch Management Server in another location, click the **Browse** button to define the new install path.



Note: The specified installation drive must have at least 4 GB free disk space. Another 1 GB of space will be required to unpack and install some dependencies. Because of the size of some service packs, it is recommended that you have more than the required 5 GB identified here.

7. Click **Next** to proceed to the *E-mail Information* page of the *Installation Wizard*

Email Information

E-mail Information
Novell ZENworks Patch Management Server will notify you of new patches and system updates using the E-mail address and mail server information below.

E-mail Address:

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:

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.

InstallShield

< Back Next > Cancel

Figure 2.6 E-mail Information page

- The proactive e-mail notification from your ZENworks Patch Management Server is a valuable feature that will send you e-mail notifications as various configurable conditions occur. The primary e-mail contact can be defined here by typing the recipient's e-mail address in the **E-mail Address:** field.
 - The ZENworks Patch Management Server uses your corporate Internet (SMTP) mail server. To enable e-mail notification, enter the name of your SMTP server (usually mail.company.com) in the **SMTP Host:** field.
8. Click **Next** to proceed to the *Administrative User* page of the *Installation Wizard*

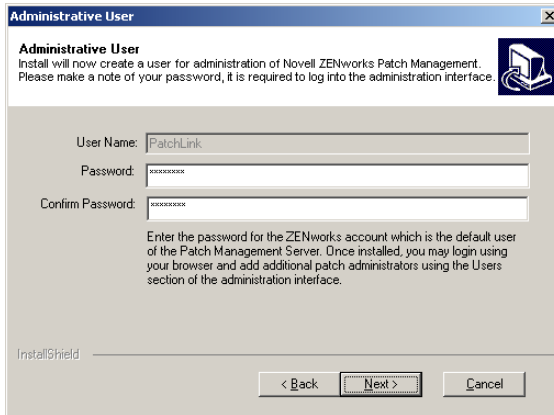
A screenshot of a Windows-style dialog box titled "Administrative User". The dialog has a blue header bar with the title and a close button. Below the header, the text reads: "Administrative User", "Install will now create a user for administration of Novell ZENworks Patch Management.", and "Please make a note of your password, it is required to log into the administration interface." To the right of this text is a small icon of a computer monitor with a document. Below the text are three input fields: "User Name:" with the text "PatchLink" entered, "Password:" with "xxxxxxx" entered, and "Confirm Password:" with "xxxxxxx" entered. Below these fields is a paragraph of text: "Enter the password for the ZENworks account which is the default user of the Patch Management Server. Once installed, you may login using your browser and add additional patch administrators using the Users section of the administration interface." At the bottom left of the dialog is the "InstallShield" logo. At the bottom right are three buttons: "< Back", "Next >", and "Cancel".

Figure 2.7 Administrative User page

- Enter a password to be used by the automatically created *Novell* user.



Note: If you have password policy restrictions or criteria defined for the local computer user accounts, failure to meet those restrictions here will cause the creation of the Novell user to fail. Be sure to make a note of the password entered here; it will be required to log into your ZENworks Patch Management Server following the installation.

9. Click **Next** to proceed to the *Proxy Server and Firewall Configuration* page of the *Installation Wizard*

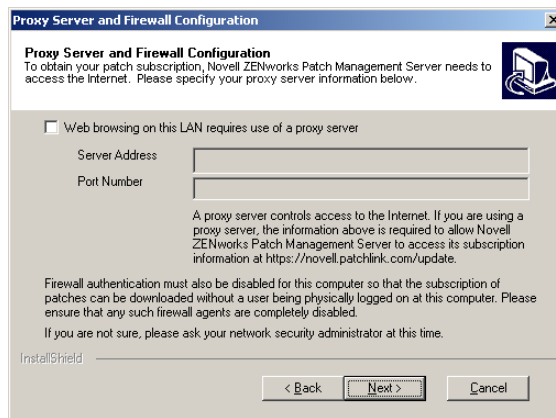


Figure 2.8 Proxy Server and Firewall Configuration page

- If your network uses a proxy server to access the Internet, the **Web browsing on this LAN requires use of a proxy server** option should be checked, and the appropriate proxy server address and port number should be populated in the **Server Address** (including the http:// prefix) and **Port Number** fields.



Warning: Be sure to confirm that the proxy server and port values entered here are correct. If an incorrect proxy or port is entered, the ZENworks Patch Management Server will fail to connect to the Subscription Service Server.

10. Click **Next** to proceed to the *Agent Installation* page of the *Installation Wizard*

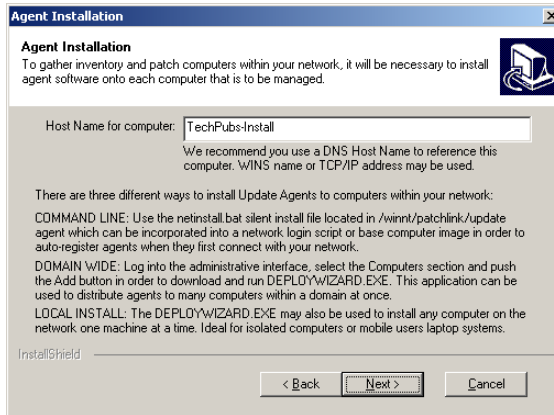


Figure 2.9 Agent Installation page

- The ZENworks Patch Management Server installation will create a new Web site within your *Internet Information Server* which allows you to administer and manage ZENworks Patch Management.
- All of the Novell Agents within your network will use the host name defined here to access the ZENworks Patch Management Server.



Tip: The **Host Name for computer:** field is filled out by default, however it is still necessary to 'ping' this computer from another computer within your network to ensure that the default host name is valid.



Note: It is recommended that you use a DNS name for your ZENworks Patch Management Server, such as `update.mycompany.com`, preventing the need for this name to change in the future.

11. Click **Next** to proceed to the *Advanced Configuration* page of the *Installation Wizard*

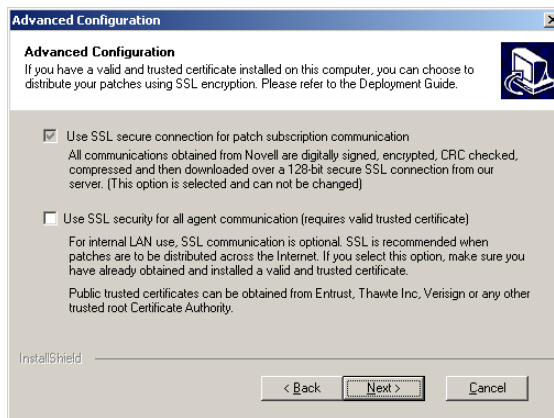


Figure 2.10 Advanced Configuration page

- The *Advanced Configuration* page, allows you to define whether to use a secure connection (SSL) between your ZENworks Patch Management Server, ZENworks Patch Management Agents, and the Subscription Service Server.



Note: In this release of ZENworks Patch Management, the **Use SSL secure connection for patch subscription communication** option cannot be changed because the connection to the Subscription Service Server will always connect to Novell, Inc.'s Subscription Service which uses a secure 128-bit SSL connection over port 443.

- If you will be using SSL between your ZENworks Patch Management Server and Novell Agents, select the **Use SSL security for all agent communication (requires valid trusted certificate)** option, and after completion of the installation, **DO NOT REBOOT** your computer, and refer to [“Configuring Your ZENworks Patch Management Server to use SSL”](#) on page 19 for further instructions



Warning: 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 ZENworks Patch Management Server and each Novell Agent to use SSL.

12. Click **Next** to proceed to the *Installation Summary* page of the *Installation Wizard*

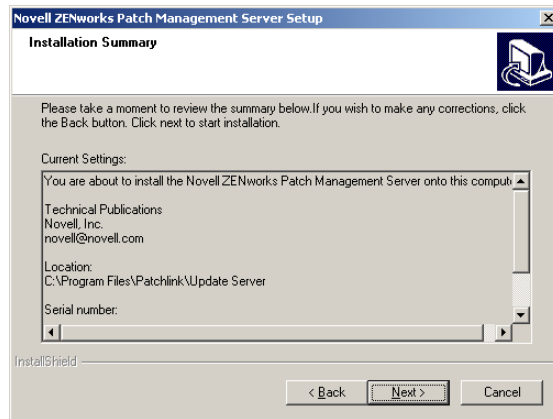


Figure 2.11 Installation Summary Page

- 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
13. Click **Next** to perform the installation
- For the next few minutes, your system will be copying files and installing the dependencies required for your ZENworks Patch Management Server to communicate with the Subscription Service Server and function properly.

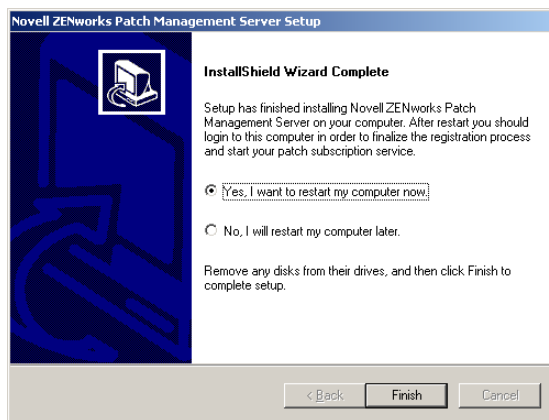


Figure 2.12 Installation Wizard Complete



Warning: DO NOT REBOOT your computer if you are using a SSL Web Certificate. Your SSL Web Certificate must be added to your server prior to reboot. Refer to [“Configuring Your ZENworks Patch Management Server to use SSL”](#) on page 19 for further instruction.

14. Click **Finish** to complete this portion of the installation, restart your computer and complete the installation process
15. Log on to your computer immediately after it restarts
 - You must log on to your computer to start a brief registration process that will start the Web server, install the ZENworks Patch Management Agent on this computer, and initiate your patch subscription

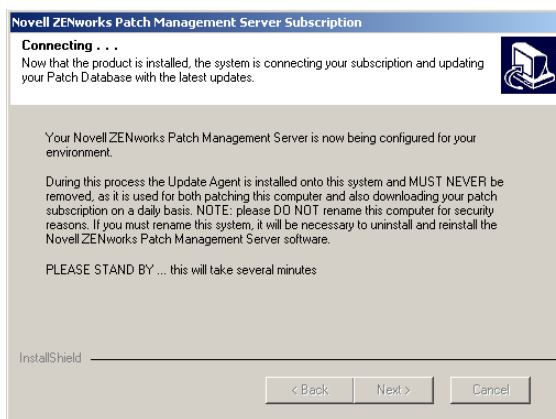


Figure 2.13 Subscription Verification page



Warning: The Novell Agent (including the Update Agent) has been automatically installed on this computer. Do **NOT** modify its configuration or remove it from the ZENworks Patch Management Server, as all subscription activities will then cease.

16. Click **Start > Programs > Novell > ZENworks Patch Management Server** to log on to your ZENworks Patch Management Server

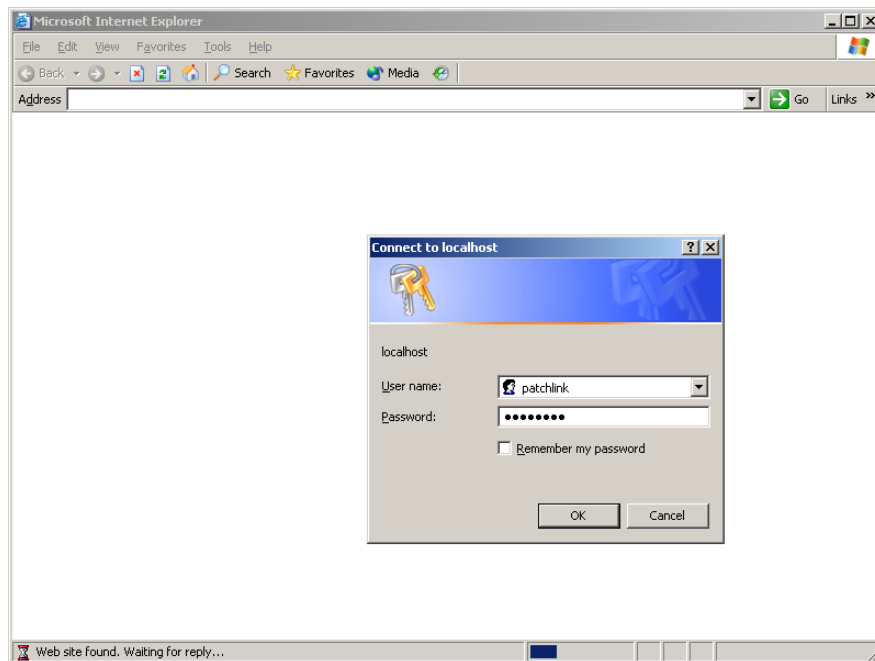


Figure 2.14 Log on to ZENworks Patch Management Server

Configuring Your ZENworks 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. To add the SSL Web Certificate to IIS:

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

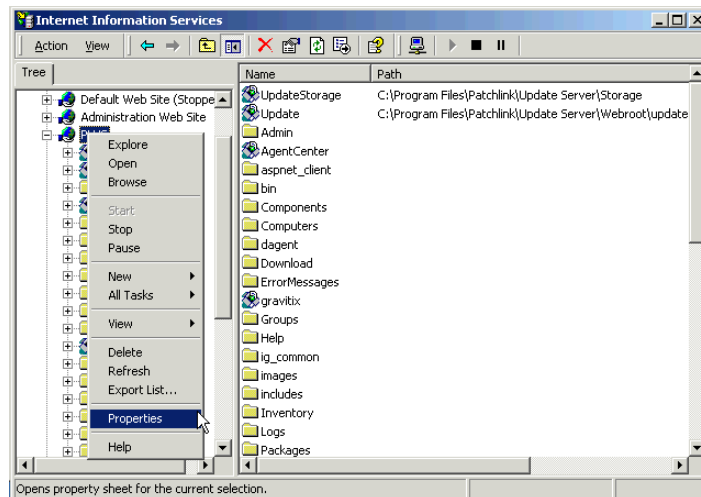


Figure 2.15 IIS Right-Mouse Menu

4. Select the **Directory Security** tab

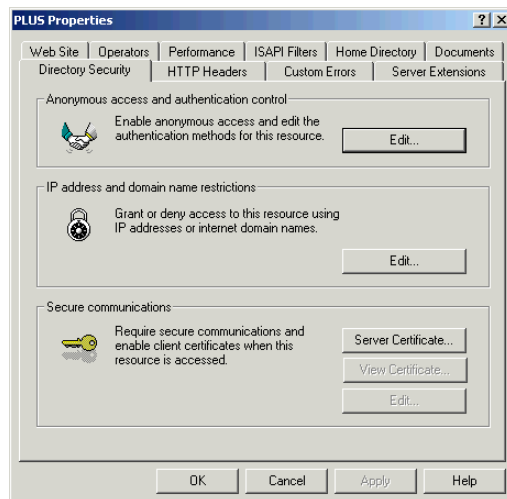


Figure 2.16 Directory Security tab

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



Figure 2.17 Web Server Certificate Wizard

6. Click **Next**, to begin the wizard

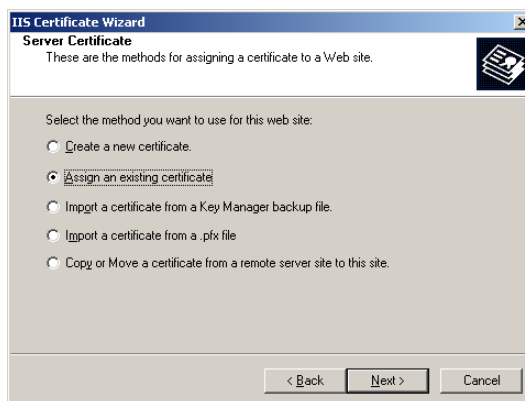


Figure 2.18 Assign an existing certificate

7. Within the *Server Certificate Wizard*, select the **Assign an existing certificate** option and click **Next**



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

8. Continue following the *Server Certificate Wizard*, which will guide you through the remaining steps
9. Reboot your computer when completed
10. Log on to your computer immediately after it restarts
 - You must log on to your computer to start the registration process that will start the web server, install the Novell Agent, and initiate your patch subscription

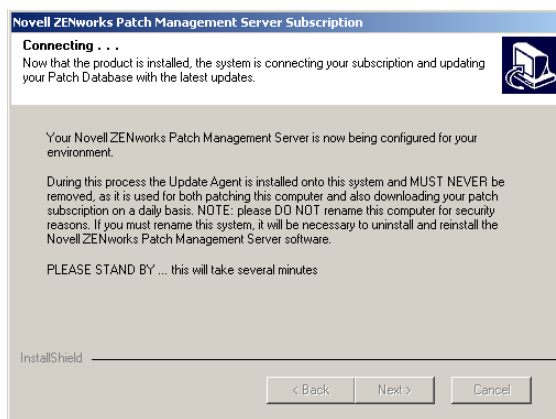


Figure 2.19 Subscription Verification



Warning: The Novell Agent (including the Update Agent) has been automatically installed on this computer. Do **NOT** modify its configuration or remove it from the ZENworks Patch Management Server, as all subscription activities will then cease.

11. Click **Start > Programs > Novell > ZENworks Patch Management Server**, to log on to your ZENworks Patch Management Server Web console



Note: The ZENworks Patch Management Installer installed MSDE 2000. Following the installation, it is recommended that you deploy the *SQL Server 2000 Service Pack 3 (MSDE)* vulnerability to your ZENworks Patch Management Server.

Post Install

Following the installation it is recommended that you:

- Apply any applicable OS service packs and hotfixes to your ZENworks Patch Management Server
- Use secure passwords:
 - The more secure the better many attacks could have been thwarted simply by having a better password.
 - Passwords should be a minimum of 12 characters long including mixed-case alpha characters, numeric characters, and punctuation.

Configuring an Authenticated Proxy

If your organization uses an Authenticated Proxy to connect with the internet, you can configure your ZENworks Patch Management Server to connect through your existing proxy using the following steps:



Note: Before ZENworks Patch Management Server can be configured to use an Authenticated Proxy, you must have successfully registered your ZENworks Patch Management Server with Novell.

Configuring ZENworks Patch Management Server to Use an Authenticated Proxy

1. Log on to your ZENworks Patch Management Server (the physical machine)
2. Open the *Novell Agent Control Panel* applet (**Start > Settings > Control Panel > ZENworks Patch Management**)
3. Select the **Proxies** tab

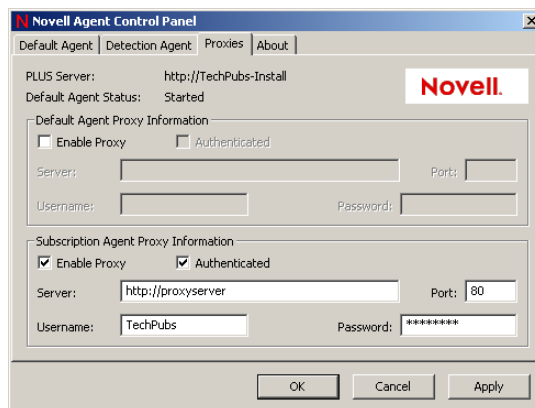


Figure 2.20 Novell Agent Control Panel applet - Proxies Tab

4. Within the **Subscription Agent Proxy Information** section:
 - a. Select **Enable Proxy**
 - b. Select **Authenticated**
 - c. Type the **DNS Name** or **IP** of your Proxy server in the **Server:** field



Note: When entering the DNS Name or IP of your proxy server, be sure to include the `http://` prefix.

- d. Type the **Port** of your Proxy server in the **Port:** field
 - e. Type the **Username**, that will be used for authentication, in the **Username** field
 - f. Type the **Password**, that will be used for authentication, in the **Password** field
5. To save the changes, click **Apply**
6. Click **OK** to close the control panel applet

Upgrading MSDE 2000 to SQL Server 2000

To properly upgrade the Microsoft Desktop Engine 2000 (MSDE 2000) database, which is installed with ZENworks Patch Management Server, to Microsoft SQL Server 2000:

1. Insert the *Microsoft SQL Server CD* and select **SQL Server 2000 Components**, opening the *Install Components* dialog

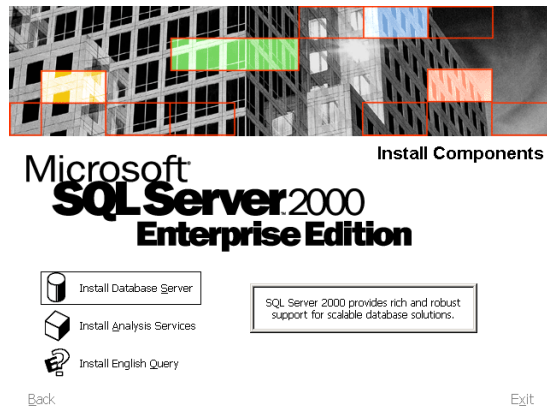


Figure 2.21 Microsoft SQL Server 2000

2. Select the **Install Database Server** option, proceeding to the *Welcome* page of the *Installation Wizard*

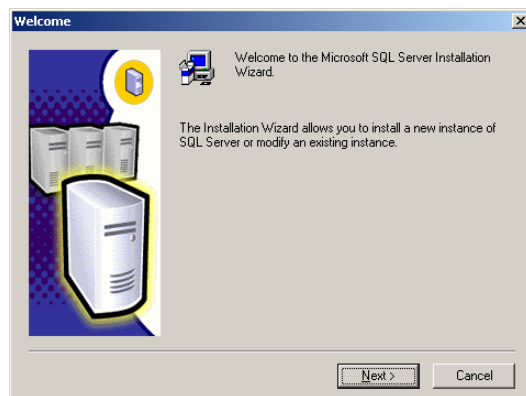


Figure 2.22 SQL Server Installation Wizard

3. Click **Next** to start the *Installation Wizard* and proceed to the *Computer Name* page
4. Select the **Local Computer** option

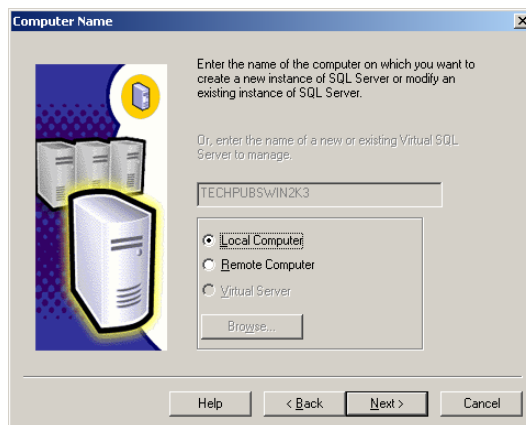


Figure 2.23 Computer Name

5. Click **Next**, proceeding to the *Installation Selection* page

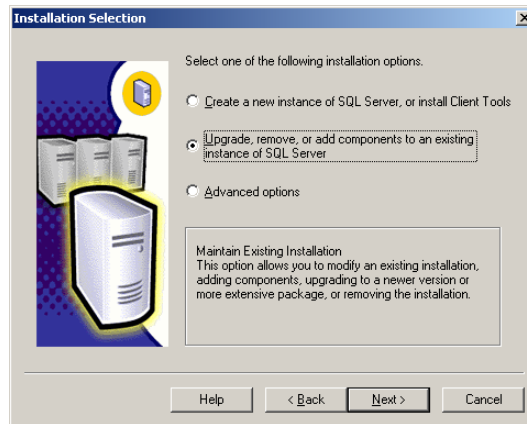


Figure 2.24 Installation Selection page

6. Select the **Upgrade, remove, or add components to an existing instance of SQL Server** option



Note: If the **Upgrade, remove, or add components to an existing instance of SQL Server** option is not available, the installation wizard will NOT upgrade your existing instance, but rather attempt to install a new instance. If you do not have this option available, it is recommended that you click **Cancel**, to cancel the upgrade and then contact Novell Support at: 800.858.4000

7. Click **Next**, proceeding to the *Instance Name* page

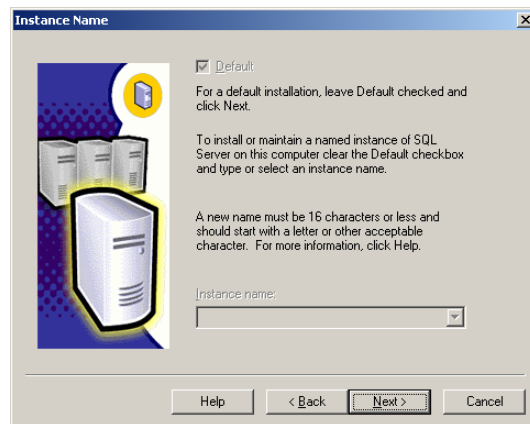


Figure 2.25 Instance Name page

8. If it is not already selected, select the **Default** option
9. Click **Next**, proceeding to the *Existing Installation* page

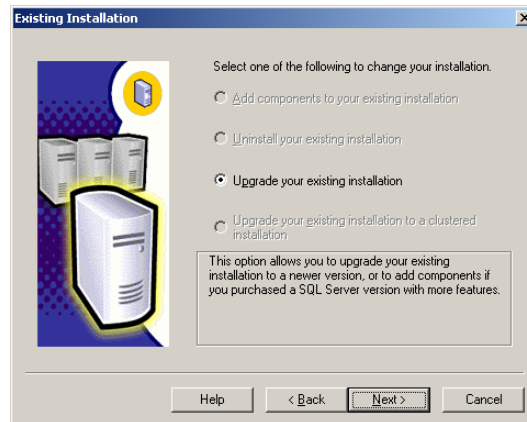


Figure 2.26 Existing Installation page

10. Select the **Upgrade your existing installation** option
11. Click **Next**, proceeding to the *Upgrade* page

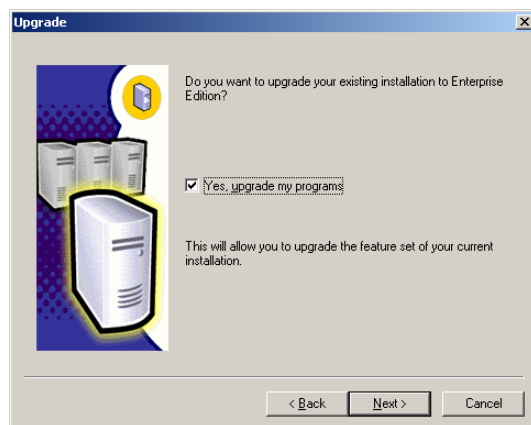


Figure 2.27 Upgrade page

- 12.** Select the **Yes, upgrade my programs** option
- 13.** Click **Next**, proceeding to the *Choose Licensing Mode* page

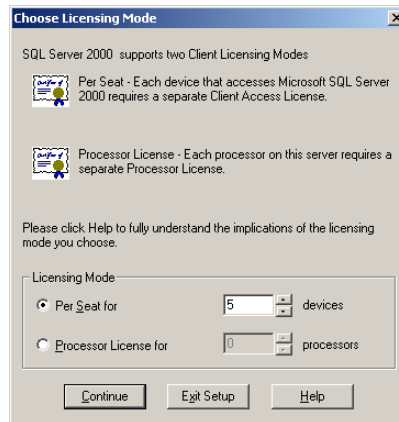


Figure 2.28 Choose Licensing Mode

14. Select the appropriate license option (the option you purchased) and enter the number of licenses purchased



Note: ZENworks Patch Management will function the same with either of the Microsoft SQL Licensing modes. Please refer to the *Microsoft SQL Licensing Agreement* when determining the appropriate **Licensing Mode** for your organization.

15. Click **Continue**, opening the *Install additional components* prompt

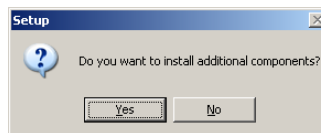


Figure 2.29 Install Additional Components

16. At the *Do you want to install additional components prompt?*, click **Yes**, to open the *Select Components* page

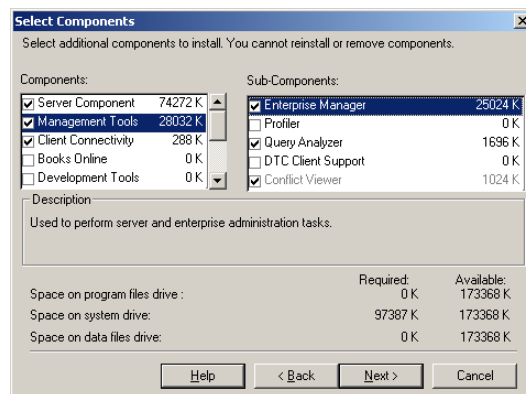


Figure 2.30 Select Components

17. Select the checkboxes for the *SQL Enterprise Manager* and *Query Analyzer* tools (in the **Sub-Components** pane of the *Management Tools*)
18. Click **Next** to proceed to the *Start Copying Files* page

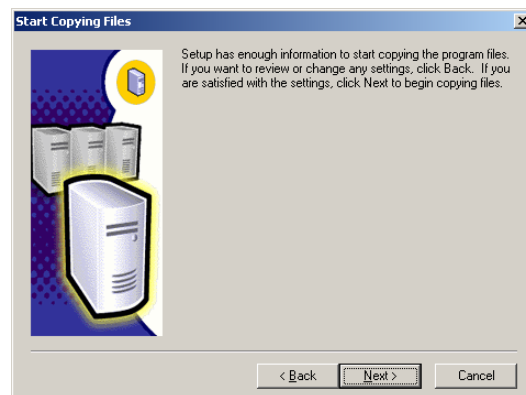


Figure 2.31 Start Copying Files

19. Click **Next**, to copy the installation files

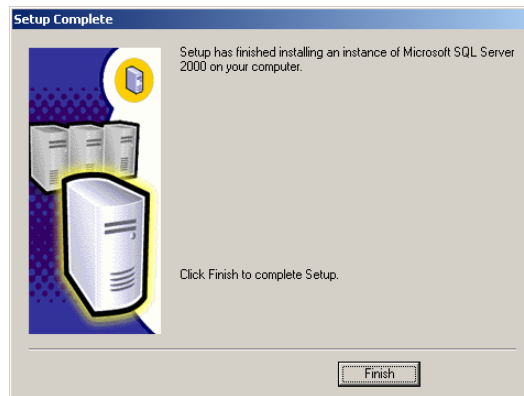


Figure 2.32 Setup Complete

20. Click **Finish** to complete and close the *Installation Wizard*
21. Manually reboot your server, applying the changes

22. Modify the settings on your ZENworks Patch Management Server Defaults page (**Options > Defaults**) as follows:

Table 2.1

Number of Agents	Agent Communication Interval	Concurrent Deployment Limit	Concurrent Deployment Limit for System Tasks			Sequential Deployment	Database	ISAPI Concurrent Agent Limit
			Reboot	RID	DAU			
< 200	30 Min	20	5	5	8	25	MSDE	MSDE Default
< 1,000	45 Min	500	50	50	100	200	SQL Server	SQL Default
< 3,000	1 Hour	600	100	50	150	400	SQL Server	SQL Default
< 5,000	2 Hours	800	150	50	200	400	SQL Server	SQL Default
> 5,000	4 Hours	1000	200	100	250	500	SQL Server	SQL Default

A Installation Checklist

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

- ☐ Your target computer meets or exceeds the system requirements (refer to [Chapter 1, “Planning your Installation”](#))
- ☐ Your server has a clean operating system installation
- ☐ Your server is NOT a Domain Controller
- ☐ Internet Information Server (IIS) is installed and running
- ☐ All required service packs have been installed (refer to [Chapter 1, “Planning your Installation”](#) for details)
- ☐ Your server is NOT a member of a domain and/or only the default security policies are in effect
- ☐ Your computer 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 SSL will be used, a valid SSL Web certificate has been obtained
- ☐ If a proxy server will be used, you know the proxy server’s Name, IP address, port, Username, and Password
 - ☐ Name: _____
 - ☐ IP address: _____._____._____._____
 - ☐ Port: _____
 - ☐ Username: _____
 - ☐ Password: _____

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