



ZENworks[®]

Patch Management

Agent Installation Guide

ZENworks Patch Management v6.3

Novell[®]

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Preface

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

About This Guide

This guide contains the following chapters:

- Chapter 1, “Preparing for Agent Installation”
- Chapter 2, “Installing Agents”
- Chapter 3, “Automating the Agent Installation”



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



Document Conventions




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

Table 0.1 Document Conventions

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

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

Table 0.2 Icons Used

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



1 Preparing for Agent Installation

Having successfully installed your ZENworks Patch Management Server (Patch Management Server), you can now proceed to the installation of your ZENworks Patch Management Agents. Following installation the agent is monitored and maintained by the Patch Management Server requiring no additional maintenance.

Installation Methods

ZENworks Patch Management Agents can be deployed using any one (or combination) of the following methods:

Table 1.1 Installation Options

Installation Type	Description
Single Agent Windows MSI Installer	Allows you to run the installer, entering the information as prompted. Also, you can modify the Microsoft Software Installer (MSI) file, using an MSI editor, to include your organization's configuration. The .msi file can be delivered by using a login script or Active Directory Group Policy Object (GPO). The method eliminates the need to physically visit each target computer.
Single Agent Windows x64 MSI Installer	Allows you to run the installer, entering the information as prompted. Also, you can modify the Microsoft Software Installer (MSI) file, using an MSI editor, to include your organization's configuration. The .msi file can be delivered by using a login script or Active Directory Group Policy Object (GPO).
Single Agent Installer for Linux/Unix/Mac/Netware	Requires logging into the ZENworks Patch Management Server from the target computer. This method also requires you to visit each target computer the deployment. This is the ONLY method of installation for UNIX, Linux, Macintosh, or Netware computers.



Warning: Regardless of the installation method it is vital that, when installing agents, you enter the same serial number used to install your server. Failure to do so could lock out the PLUS_AGENT user account disabling ALL agent communication.



Supported Operating Systems (Patch Management Server Agent)

The following table lists the supported platforms on which the ZENworks Patch Management Agent 6.3 is supported.

Table 1.2 ZENworks Patch Management Agent 6.3 Supported Platforms

Operating System	OS Versions	OS Edition	OS Data Width	Processor Family	Processor Data Width	Min. JRE	JRE Data Width
Apple Mac OS X	10.2.8 - 10.4.7	All	32/64 bit	x386(Intel)/PowerPC	32/64 bit	1.4.0+	32 bit
HP-UX	11.00 - 11.23	All	64 bit	PA-RISC	64 bit	1.4.0+	32/64 bit
IBM AIX	5.1 - 5.3	All	32/64 bit	PowerPC/POWER	32/64 bit	1.4.0+	32/64 bit
Microsoft Windows 9x	98 Second Edition	All	32 bit	x86	32 bit	NA	NA
Microsoft Windows NT	4.0 SP6A - 2003 R2	All	32/64 bit	x86	32/64 bit	NA	NA
Microsoft Windows XP	XP - XP SP2	Professional *	32/64 bit	x86	32/64 bit	NA	NA
Novell Netware	6.5	All	32 bit	x86	32 bit	1.3.0+	32 bit
Novell SUSE Linux	9 - 10	Enterprise	32 bit	x86	32 bit	1.4.0+	32 bit
Red Hat Linux	2.1 - 4	Enterprise AS, ES, WS	32 bit	x86	32 bit	1.4.0+	32 bit
Sun Solaris	2.6 - 10	All	32/64 bit	SPACR	32/64 bit	1.4.0+	32/64 bit
* (excludes Home, Media Center and Tablet PC)							



Requirements



Note: You must disable any virus-scanning software prior to the installation of the PatchLink Update Agent for Windows. Failure to do so may result in an unsuccessful agent installation.

Agent for Windows

- Local or Domain Administrator or Administrator equivalent



Warning: The install (and uninstall) must be done by a Administrator or Administrator equivalent.

- Microsoft® Windows® Installer 2.0 (or higher)
- 500 MHz Processor or higher
- 256 MB RAM
- 200 MB of free disk space for agent installation
- Sufficient free disk space to download and install patches (varies dependent upon size of patch)
- Microsoft Internet Explorer 5.01 or higher (Internet Explorer 5.5 or higher if using SSL)
- Network connectivity to your ZENworks Patch Management Server (6.3 or higher)



Note: Windows 2000 computers require Service Pack 1
Windows NT 4.0 computers require Service Pack 6a



Agent for Linux, UNIX, Mac

- Superuser privileges on the target machine



Warning: The install (and uninstall) must be done by the root user (superuser).

- Minimum 2 MB of free disk space for agent installation
- Network connectivity to your ZENworks Patch Management Server (6.3 or higher)
- Sufficient free disk space to download and install patches (varies dependent upon size of patch)
- Presence of /tmp directory (/var/tmp directory on Solaris) for temporary file storage and processing.



Warning: There must be no whitespaces (such as a space, tab, or newline character) in the absolute path of the installation directory.

2 Installing Agents

The following section includes instructions for installing the ZENworks Patch Management Agent to a device.

In this chapter

- “Installing the Single Agent for Windows” on page 7
- “Installing the Linux, UNIX, Mac, and Netware Agents” on page 11

Downloading the Installer

The standard agent install requires logging into the Patch Management Server administration console from the target computer then downloading the installer to that computer.

To Download an Installer

1. Log on to the target computer as the local **administrator** (or a member of the **LOCAL _ADMINS** group)
2. Launch your web browser
3. Type your ZENworks Patch Management Server URL in your web browser’s *Address* field. Press **Enter**
4. Type your **User Name** in the *User name* field. Press **TAB**
5. Type your **password** in the *Password* field
6. Click **OK**
The *ZENworks Patch Management Server Home* screen opens
7. Select **Devices**



- 8. Click **Install**
The *Agent Installers* page opens

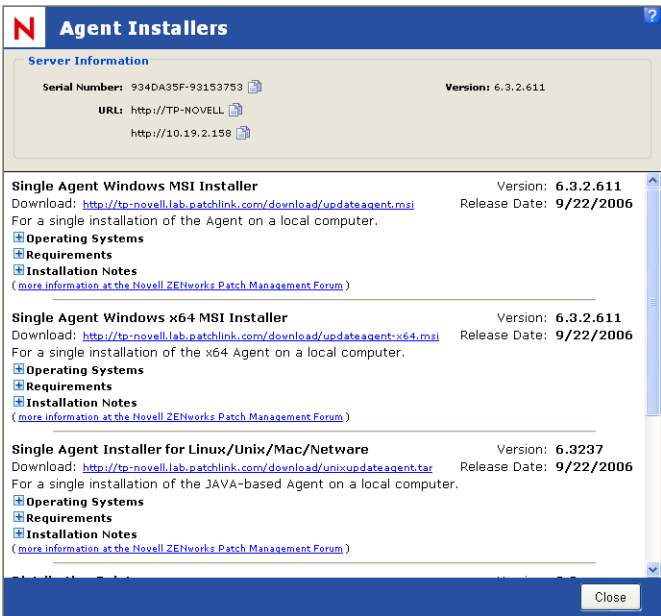


Figure 2.1 Agent Installers

- 9. Select the **Installer** download link you need to start the download
The *Agent download* dialog box opens
- 10. Click **Save**
The Agent downloads to the location you specify on your computer
- 11. In the *Agent Installers* screen, click **Close**
The *Agent Installers* screen closes



Installing the Single Agent for Windows

The following steps apply to both the *Single Agent Windows MSI Installer* and the *Single Agent Windows x64 MSI Installer*.

To Install the Agent

1. From the downloaded location, select the **updateagent.msi** to extract the *ZENworks Patch Management Agent for Windows InstallShield Wizard*. The *Agent Install Welcome* screen opens.

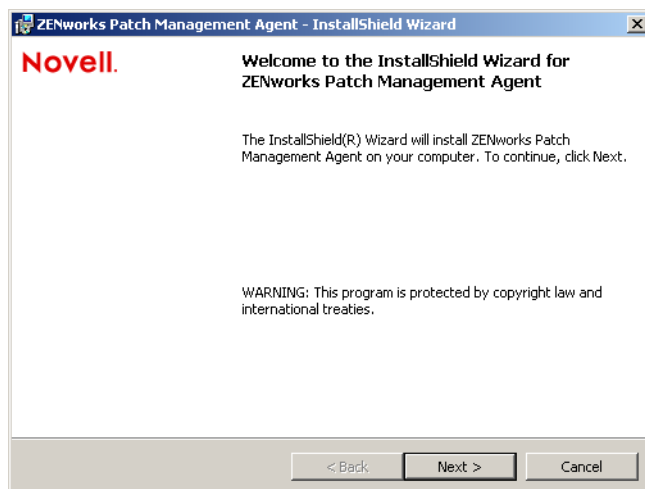


Figure 2.2 Agent Install Welcome Screen



- 2. Click **Next** to proceed to the *License Agreement* Page

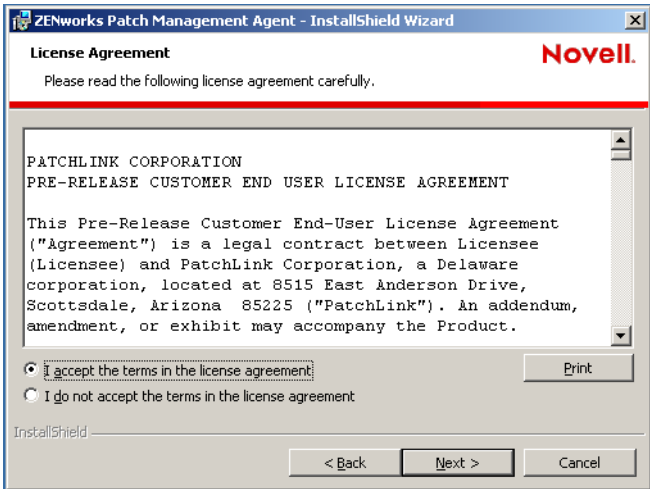


Figure 2.3 License Agreement

- 3. If you agree to the license terms select the **I accept the terms** option and click **Next** to proceed to the *Agent Registration* page

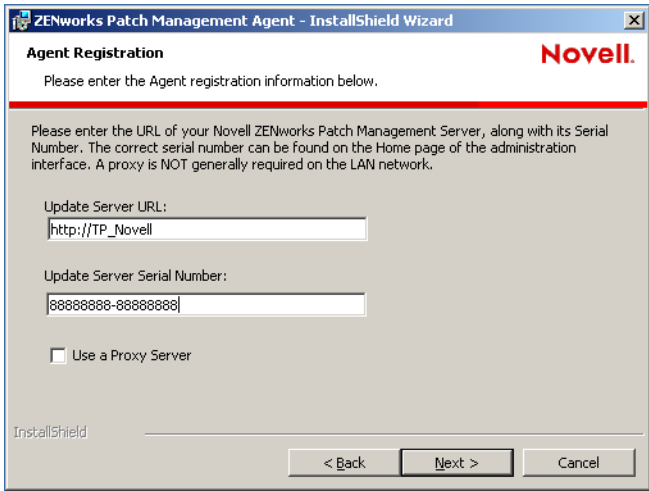


Figure 2.4 Agent Registration

- 4. Type the appropriate URL in the **Update Server URL** field including the protocol (http://serverAddress or https://ServerAddress for a secure server)



5. Type your serial number in the **ZENworks Patch Management Server Serial Number** field



Note: Use the same serial number that was used for the installation of your ZENworks Patch Management Server otherwise the agent will be unable to communicate with the server.

6. If your LAN uses a proxy server, select **Use a Proxy Server**.
The *Proxy Information* window opens

The screenshot shows a window titled "ZENworks Patch Management Agent - InstallShield Wizard" with the Novell logo in the top right. The window's main content area is titled "Proxy Information" and contains the instruction "Enter Proxy information required for Agent communication." Below this are three input fields: "Proxy URL:" with the text "http://proxyname:port", "Username:" with the text "Jane.Doe", and "Password:" with the text "12341234". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

Figure 2.5 Proxy Information

7. In the *Proxy URL* field, type the **Proxy URL** (and **Port** if required)
If you are using an Authenticated Proxy:
 - a. In the *Username* field, type the **user name**
 - b. In the *Password* field, type a new **password** for the proxy



Note: In many LAN environments, proxy bypass is used to for all access within the corporate network. **ONLY** enter proxy information if your agents will be required to use a proxy to access your ZENworks Patch Management Server.



8. Click **Next** to proceed to the *Ready to Install the Program* page

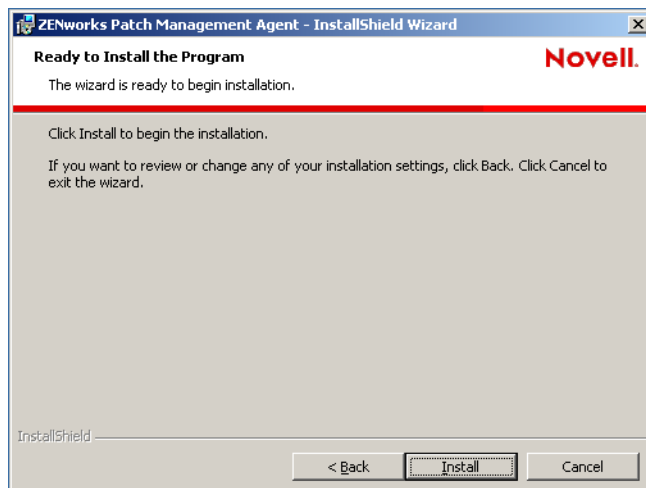


Figure 2.6 Begin Installation

9. Click **Install** to install the agent
The *Installation Complete* page displays.
10. Click **Finish** to exit the wizard



Installing the Linux, UNIX, Mac, and Netware Agents

Prior to installing the Agent, you must ensure that the currently installed Java version meets the requirements defined under “Supported Operating Systems (Update Server Agent)”

After ensuring the computer contains an appropriate version of Java, complete the following steps to install the Agent.

To Install the Linux, Unix, Mac, and Netware Agents

1. In the `/root` directory, create a new directory called **UpdateAgent**
2. From the downloaded location (refer to “Downloading the Installer”) select the **UnixUpdateAgent.tar** file, and extract the file’s contents to:
`/root/UnixUpdateAgent`

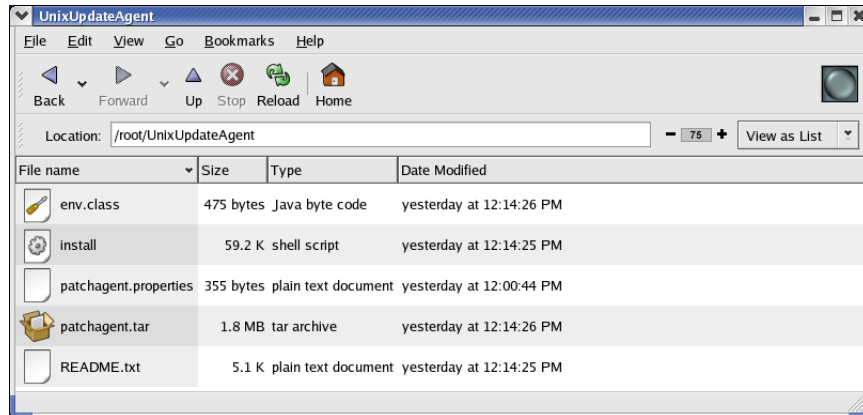


Figure 2.7 UnixUpdateAgent directory

3. Open a *Terminal Window* (**Main Menu > System Tools > Terminal**)
4. Navigate to the `/root/UnixUpdateAgent/` directory
5. Type `./install` to start the installation process
6. At the **Enter the Directory where ZENworks Patch Management Agent should be installed** [`/usr/local`]: prompt, type the desired installation path **OR** press **ENTER** to accept the default path of `/usr/local`



Note: The *Enter the Directory...* prompt identified in step 6 does not apply to the Netware installation.

7. At the **Please enter a name for this machine** prompt, type a name for the location to which you are installing



8. At the **Enter your ZENworks Patch Management Server address**, type the URL or IP of the ZENworks Patch Management Server, to which the agent will be communicating, in the format of `http://ServerAddress` or `https://ServerAddress`
9. At the **Enter the product serial number that appears as xxxxxxxx-xxxxxxx**: prompt, type your serial number



Note: You must enter your serial number in the **xxxxxxx-xxxxxxx** format. If you do not have your serial number please contact Novell Support www.novell.com/support

10. At the **Do you have a Proxy [Y/N]:** prompt; type **y** to configure a proxy, or press ENTER to continue without configuring a proxy server
11. At the **Do you wish to add this agent to existing groups on “Novell ZENworks Patch Management Server”? [Y/N]:** prompt, type **y** to add the agent to a group or **n** to continue

The installation completes and the terminal link can be disconnected



Warning: A few of the common “pit-falls” when installing the ZENworks Patch Management Unix Agent include:

- An incorrect Patch Management Server address (if using SSL, the URL starts with `https://`)
- An incorrect serial number
- Networking problems
- An incorrect proxy address or port

3 Automating the Agent Installation

The following section includes instructions for automating the installation of the ZENworks Patch Management Agent to a device.

In this chapter

- “Automating Using the Windows MSI Installer” on page 13
- “Performing a Silent Install” on page 27
 - “Performing a Silent Install of the Windows Agent” on page 27
 - “Performing a Silent Install of the Linux/UNIX/Mac/Netware Agent” on page 28

Automating Using the Windows MSI Installer

The *Single Agent Windows MSI Installer* can be used to perform a single installation on the current computer or through the use of the MSI Installer, Group Policy Objects (GPOs), and the Orca package editor on multiple computers. Using these tools you can install the ZENworks Patch Management Agent on all windows computers within your domain.

To use the MSI Installer with Group Policy Objects follow the following steps:

1. Create a Network share as defined in “Creating a Network Share” on page 14
2. Modify the Single Agent Windows MSI Installer (.msi) file as defined in “Modifying the MSI File” on page 18
3. Create an Organizational Unit as defined in “Creating an Organizational Unit” on page 22



Warning: Microsoft Group Policy Object (GPO) allows for mandatory software distribution to computers under control of a particular Organizational Unit (OU) and can be used to distribute the Novell Agent. However, the GPO installation does **not** check for an existing installation of the Novell Agent on the target computer and will reinstall the Agent on any computers in the OU. In order to avoid potential problems caused by reinstalling the Agent ensure that computers with existing Update Agents are NOT members of the OU which contains the Novell software GPO.



Creating a Network Share

Create a network share (with *Read-Only* access) from which all users will be able to access and install the Novell Agent using the MSI installer.

To Create The Network Share

1. Create the *Novell MSI* folder on a network computer
2. Right-click the *Novell MSI* folder and select **Properties**
3. Select the **Sharing** tab
4. Select the **Share this folder** option. If needed, change the **Share name**

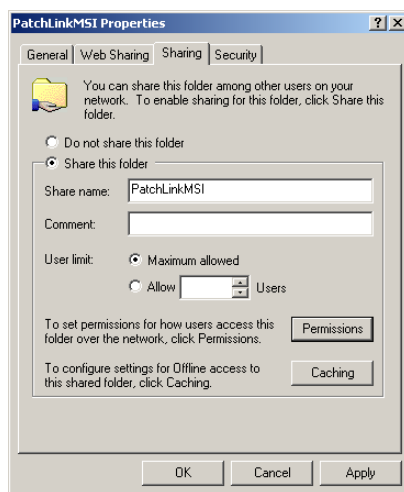


Figure 3.1 Sharing Tab

5. Click Permissions

The *Permissions for Patchlink MSI* window opens

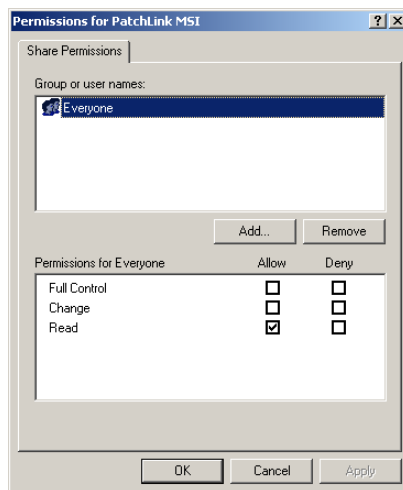


Figure 3.2 Permissions window

6. Click Add...

The *Select Users, Computers, or Groups* window opens

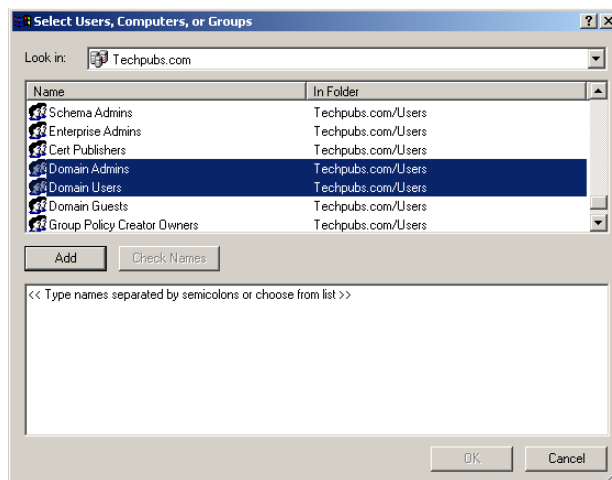


Figure 3.3 Select Users



- 7. In the add the *Domain Users* and *Domain Admins* groups, select the **Domain Users** group. If you cannot locate the groups, type the names in the **Enter the object names to select** field. and click **Check Names**

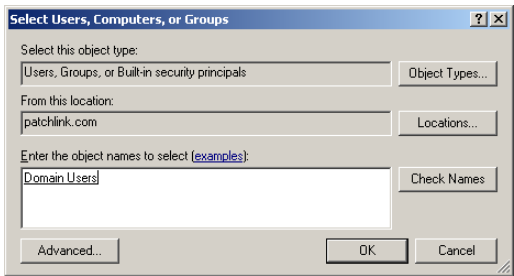


Figure 3.4 Group Search

- 8. Click **OK**
The *Select Users, Computers, or Groups* window closes and displays the *Permissions for Patchlink MSI* window

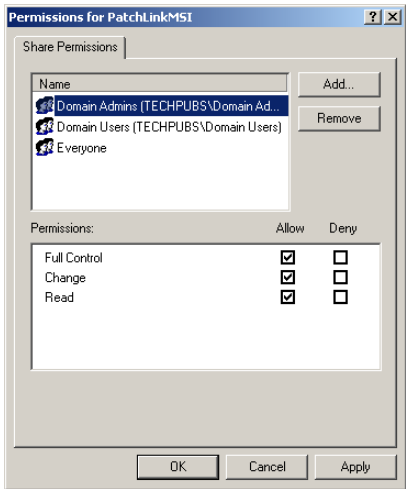


Figure 3.5 Share Permissions

- 9. Select the *Everyone* group and choose **Deny Change** and **Allow Read** access
- 10. Select the *Domain Admins* group, and choose **Allow Full Control** access
- 11. Click **OK**
The *Permissions* window closes and displays the *Properties* window



12. Select the **Security** tab
13. Add the *Domain Users*, *Domain Admins*, and *Everyone* groups (refer to steps 6 through 8) applying **Read & Execute** permission to the *Everyone* and *Domain Users* groups and **Full Control** to the *Domain Admins* group

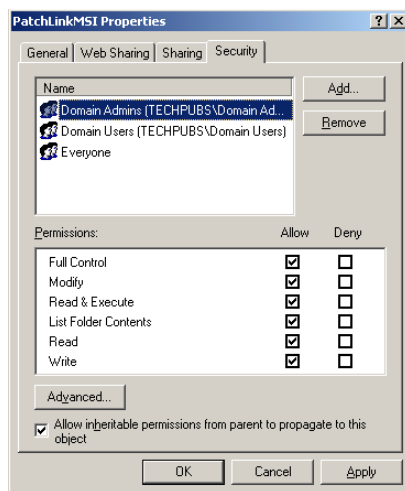


Figure 3.6 Security Tab

14. Click **OK** to close the *Novell MSI Properties* window
15. Copy **updateagent.msi** from your ZENworks Patch Management Server (in the `c:\Program Files\Patchlink\Update Server\WebRoot\Download\`) directory to the *Novell MSI* folder you created



Modifying the MSI File

To fully automate the Agent installation you must modify the MSI file to include your **Host Name**, **Serial Number**, and **Proxy**. Microsoft Orca allows you to make changes to the application so your users will not have to manually enter their name and serial number for their installs. This also allows the application to be installed remotely.



Note: Modifying the digitally signed MSI file will invalidate the digital signature assigned by Novell. Depending upon your security settings, this may introduce security warnings and restrictions during Agent installation.

To modify the MSI file using *Microsoft Orca*

- 1. Install *Microsoft Orca* (or a similar MSI editor tool) to your management workstation



Note: Orca is installed from the Microsoft Windows Installer SDK which can be downloaded from http://msdn.microsoft.com/library/default.asp?url=/library/en-us/msi/setup/orca_exe.asp

- 2. Select **Start > Programs > Orca** to open *Microsoft Orca*

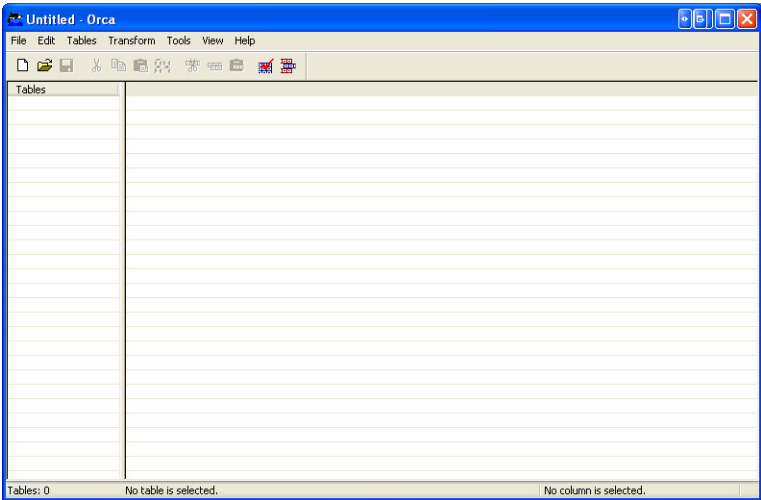


Figure 3.7 Microsoft Orca main screen



3. Open the **updateagent.msi** file that you copied to the network share you created
Orca displays the *updateagent.msi* file

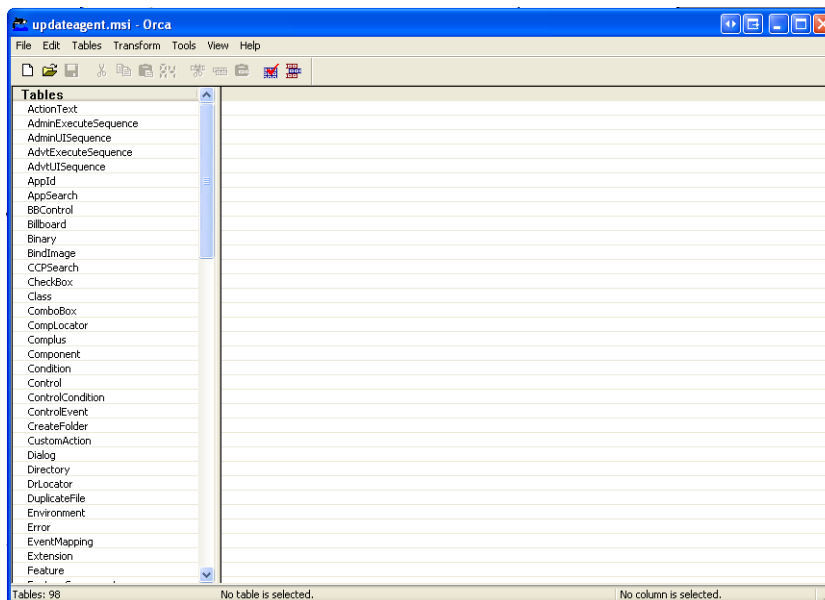


Figure 3.8 Orca Initial display

4. Scroll through *Tables* list and select the *Property* table
The *Rows* field populates with the rows associated with the *Property* table
5. Locate the *Host* row, and click the **Value** field
The *Value* field is activated and can be edited
6. Type the **Patch Management Server URL** in the format: `http://ServerName` (or `https://ServerName` for a secure server) in the *Value* field
7. Locate the *Serial* row, and click the **Value** field
The *Value* field is activated and can be edited



8. Type your **PLUS** serial number in the *Value* field

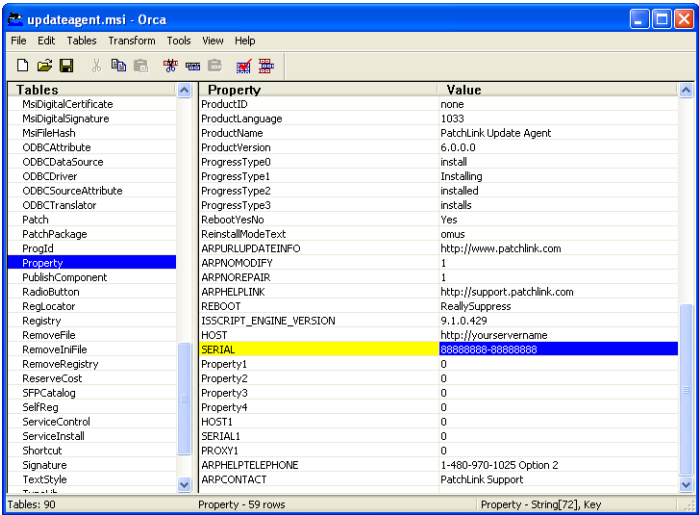


Figure 3.9 Enter Serial Number

9. If you are using a Proxy Server, add a **PROXY** entry as follows:
- a. Right-click in the right window pane and select **Add Row**
The *Add Row* dialog box opens

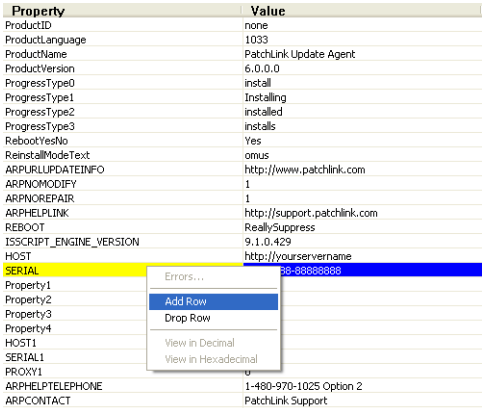


Figure 3.10 Right-Mouse Menu



- b. Enter *PROXY* for the **Property** column field

The 'Add Row' dialog box shows a table with two columns: 'Name' and 'Value'. The 'Name' column has a key icon and the text 'Property'. The 'Value' column is empty. Below the table, the 'Column' dropdown is set to 'Property - String(72), Required'. The input field for the 'Value' column contains the text 'PROXY'. There are 'OK' and 'Cancel' buttons at the bottom.

Figure 3.11 Add Row Property

- c. Select **Value** and type the proxy server URL in the format:
http://proxyservername: port

The 'Add Row' dialog box shows a table with two columns: 'Name' and 'Value'. The 'Name' column has a key icon and the text 'Property'. The 'Value' column contains the text 'PROXY'. Below the table, the 'Column' dropdown is set to 'Value - Localizable String(0), Required'. The input field for the 'Value' column contains the text 'http://proxyservername: port'. There are 'OK' and 'Cancel' buttons at the bottom.

Figure 3.12 Add Row Value

- d. Click **OK**
The *Proxy* row is added to the *Property* table
10. Click **Save**
Orca saves the changes to the **updateagent.msi** file
11. Close Microsoft Orca



Note: You can now use the **updateagent.msi** file to manually install the ZENworks Patch Management Agent by browsing, from the target computer, to the network share you created and manually opening the **updateagent.msi** file.



Creating an Organizational Unit

To Create a New Organizational Unit

1. Click **Start > Administrative Tools > Active Directory Users and Computers**
The *Active Directory Users and Computers* management console opens
2. Right-click the domain tree (*mydomain.com*) and select **New > Organizational Unit**

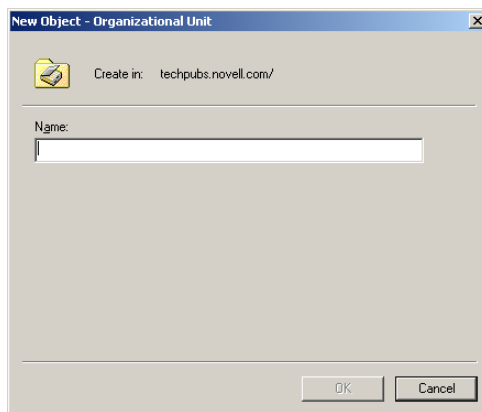


Figure 3.13 Create New OU

3. Assign a **Name** (*NovellMSI*) to your *Organizational Unit (OU)* and click **OK**
4. Right-click the new OU and select **Properties**

5. In the *Group Policy Tab*, click **New** and assign a name (*Install Windows Agent*) to the new *Group Policy*

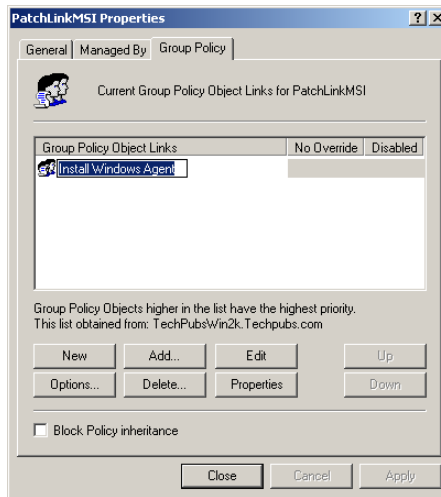


Figure 3.14 OU Group Policy Tab

6. Select your new Group Policy and click **Edit**
The *Group Policy Editor* opens
7. Expand the *Software Settings* sub-branch of the *Computer Configuration* branch



8. Right click *Software Installation* and select **Properties** opening the *Software Installation Properties* window

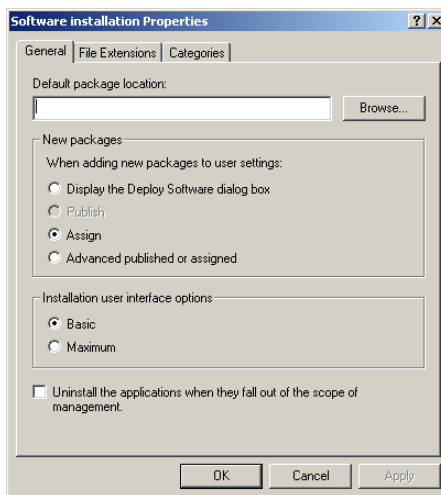


Figure 3.15 General Tab

9. In the *General* tab, select the **Assign** radio button
10. Select the **Uninstall the applications when they fall out of the scope of management** checkbox in the *General* tab (in the *Advanced* tab in Windows 2003)
11. Click **OK**
12. Right-click *Software Installation* and select **New > Package**

13. Browse to the shared folder you created and select the modified `updateagent.msi` package

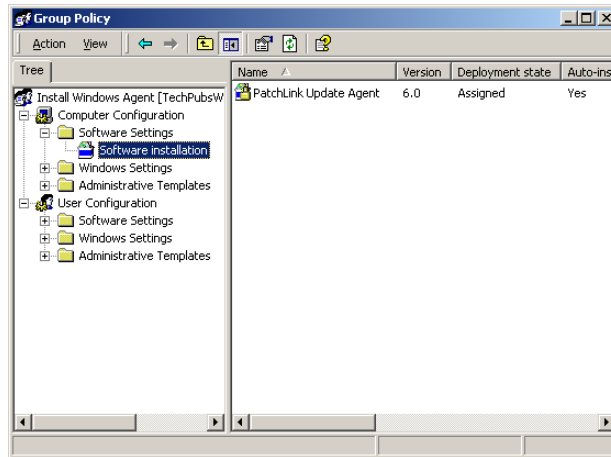


Figure 3.16 Group Policy

14. Close the *Group Policy* editor and click **Close**
15. In the *Active Directory Users and Computers* management console, select the *Computers* branch of your domain tree (mydomain.com)



16. Select the computers to be added to the new OU

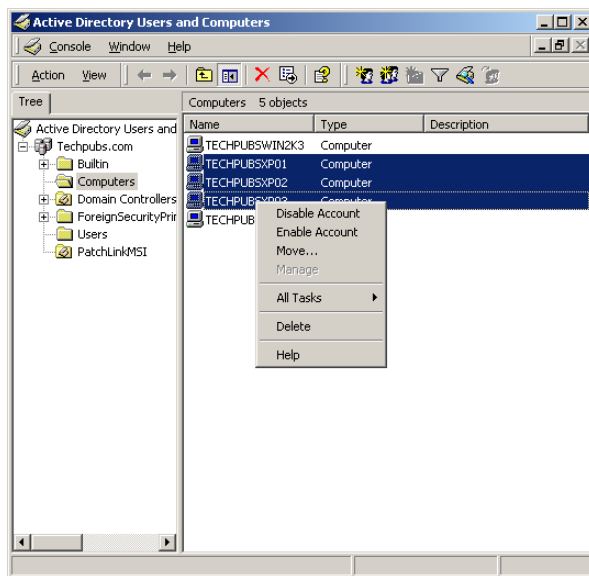


Figure 3.17 Add Computers to OU

17. Right-click and select **Move...** to add them to the OU
18. Select your OU (*NovellMSI*) from the *Move* window
19. Close the *Active Directory Users and Computers* management console

Performing a Silent Install

Performing a Silent Install of the Windows Agent

In addition to the ZENworks Patch Management Server URL (or IP) and Serial Number, you can define a Proxy and Auto-Assign groups when performing a silent install using the Single Agent Windows MSI Installer:

To Perform a Silent Install from the Command Line

1. Open a command prompt
2. Define the host location, serial number, and other optional settings using the following syntax:

Syntax

Perform a Silent Install *With* a Proxy

```
msiexec /i "C:\UpdateAgent.msi" /qn HOST="http://myServer" SERIAL="88888888-88888888"
USEPROXY=1 PROXYURL="http://myProxy" PROXYUSER="ProxyUser" PROXYPASS="ProxyPassword"
GROUPLIST="GroupName1;GroupName2;GroupNameN"
```

Perform a Silent Install *Without* a Proxy

```
msiexec /i "C:\UpdateAgent.msi" /qn HOST="http://myServer" SERIAL="88888888-88888888"
USEPROXY=0 GROUPLIST="GroupName1;GroupName2;GroupNameN"
```

Command Line Descriptions

Table 3.1 Command Line Descriptions

Command	Description
HOST	The URL (or IP) of your ZENworks Patch Management Server
SERIAL	The Serial Number of your ZENworks Patch Management Server
USEPROXY	Whether or not a proxy is used. 0=No, 1=Yes
PROXYURL	The URL (or IP) of your Proxy
PROXYUSER	Login user for an Authenticated Proxy
PROXYPASS	Login password for an Authenticated Proxy
GROUPLIST	Automatically add the Agent to the defined Group(s)



Performing a Silent Install of the Linux/UNIX/Mac/Netware Agent

In addition to the ZENworks Patch Management Server URL (or IP) and Serial Number, you can define a Proxy and Auto-Assign groups when performing a silent install using the Single Agent Installer for Linux/UNIX/Mac/Netware:

To Perform a Silent Install

- 1. Open a command prompt
- 2. Define the host location, serial number, and other optional settings using the following syntax:

Syntax

Perform a Silent Install *With* a Proxy

```
./install -silent -d "/user/local" -p "http://myServer" -sno "88888888-88888888"  
-proxy "http://myProxy" -port ## -g "GroupName1;GroupName2;GroupNameN"
```

Perform a Silent Install *Without* a Proxy

```
./install -silent -d "/user/local" -p "http://myServer" -sno "88888888-88888888"  
-g "GroupName1;GroupName2;GroupNameN"
```

Command Line Descriptions

Table 3.2 Command Line Descriptions

Command	Description
-silent	Performs installation silently
-d	The install directory
-p	The URL (or IP) of your ZENworks Patch Management Server
-sno	The Serial Number of your ZENworks Patch Management Server
-proxy	The URL (or IP) of your Proxy
-port	The Proxy port
-g	Automatically add the Agent to the defined group(s)



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