



# ZENworks 2020 Server Installation Guide

October 2019

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# About This Guide

This *ZENworks 2020 Server Installation Guide* includes information to help you successfully install the ZENworks Primary Server software on Windows and Linux servers.

The information in this guide is organized as follows:

- ♦ [Part I, “System Requirements,” on page 9](#)
- ♦ [Part II, “Windows Installation,” on page 19](#)
- ♦ [Part III, “Linux Installation,” on page 53](#)
- ♦ [Part IV, “Appendixes,” on page 87](#)

## Audience

This guide is intended for ZENworks 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 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 documentation web site](#).





# System Requirements

The following section provides the system requirements for installing a ZENworks Primary Server:

- ♦ [Chapter 1, “Primary Server Requirements,” on page 11](#)
- ♦ [Chapter 2, “Database Requirements,” on page 15](#)
- ♦ [Chapter 3, “Administration Browser Requirements,” on page 17](#)



# 1

## Primary Server Requirements

Ensure that the server where you install the Primary Server software meets the following requirements:

**NOTE:** The operating systems listed below are the ones on which the ZENworks Primary Server software can be installed. The list does not necessarily represent the operating systems that ZENworks Patch Management can update. For this list, see the [ZENworks Patch Management Content Report](#).

Item	Requirements	Additional Details
Server Usage	Your server might be capable of handling tasks in addition to the tasks that a Primary Server performs. However, we recommend that any server where you install the Primary Server software be used only for ZENworks.	For example, you might not want the server to do the following: <ul style="list-style-type: none"> <li>◆ Host NetIQ eDirectory</li> <li>◆ Host Active Directory</li> <li>◆ Host Terminal Services</li> </ul>
Operating System Windows	<ul style="list-style-type: none"> <li>◆ Windows 2012 Server x86_64 (Foundation, Essential, Standard, and Datacenter editions)</li> <li>◆ Windows 2012 Server R2 x86_64 (Foundation, Essential, Standard, and Datacenter editions)</li> <li>◆ Windows 2016 Server x86_64 (Essential, Standard, Datacenter and Storage editions)</li> <li>◆ Windows 2019 Server x86_64 (Essential, Standard, Datacenter and Storage editions)</li> </ul>	Installation on a server in a clustered environment is not supported.
Operating System Linux	<ul style="list-style-type: none"> <li>◆ SLES 11 SP4 x86_64</li> <li>◆ SLES 12 SP3 x86_64</li> <li>◆ SLES 12 SP4 x86_64</li> </ul> <p><b>NOTE:</b> SLES12 SP5 RC1 is supported.</p> <ul style="list-style-type: none"> <li>◆ SLES 15 x86_64</li> <li>◆ SLES 15 SP1 x86_64</li> </ul>	<p><b>IMPORTANT</b></p> <ul style="list-style-type: none"> <li>◆ Remote management is not supported on Linux devices at runlevel 3 (text-only, no X server).</li> <li>◆ If ZENworks is already installed on the system, do not perform a major in-place upgrade of the operating system (for example, from SLES 11 SP4 to SLES 12) as this might cause issues and the Primary Servers might have to be replaced.</li> </ul> <p>For information on how to replace the servers, see <a href="#">Replacing Primary Servers</a> in the <a href="#">ZENworks Disaster Recovery Reference</a>.</p>
Processor	Speed: 2.0 GHz or faster  Type: Quad-core or faster	

Item	Requirements	Additional Details
RAM	16 GB minimum (This value is based on scenarios. For more information, refer to the additional details column)	16 GB for 3000 devices. Add 1 GB RAM for every additional 3000 devices:
Disk Space	<p>40 GB for installation. Depending on the amount of content you need to distribute the space.</p> <p>For ZENworks database add 10 GB for every 1000 devices and for Audit database add 10 GB for every 5000 devices.</p> <p>500 MB is recommended for the <code>tmp</code> directory. This disk space is required for rebuilding and editing the packages.</p> <p>Patch Management file storage (downloaded patch content) requires at least 25 GB of additional free disk space. All content replication servers also require this same amount of additional free disk space if Patch Management is enabled. If you use Patch Management in additional languages, each server also requires this additional amount of free space for each language.</p>	<p>Because the ZENworks database file and ZENworks content repository can each become very large, you might want a separate partition or hard drive available.</p> <p>For information on changing the default content repository location on a Windows server, see “<a href="#">Content Repository</a>” in the <i>ZENworks Primary Server and Satellite Reference</i>.</p> <p>For Linux servers, you might want the <code>/var/opt</code> directory to be located on a large partition. This is where the database (if embedded) and content repository are stored.</p> <p>The <code>/etc</code> directory requires less space.</p>
Display Resolution	<p>Video Adaptor: 256 colors</p> <p>Screen Resolution: 1024 × 768 minimum</p>	
DNS Resolution	<p>The servers and workstations in the Management Zone must use properly configured DNS to resolve device hostnames; otherwise, some features in ZENworks will not work properly. If the DNS is not properly configured, the servers cannot communicate with each other, and the workstations cannot communicate with the servers.</p> <p>Server names must support DNS requirements, such as not including underscores; otherwise, ZENworks login fails. Acceptable characters include the letters a-z (uppercase and lowercase), numbers, and the hyphen (-).</p> <p><b>NOTE:</b> If the host name of a Linux Primary Server contains upper case characters, the server host name should be included in the <code>/etc/hosts</code> file located on that server.</p>	
IP Address	<p>The server must have a static IP address or a permanently leased IP address in the case of DHCP configuration.</p> <p>An IP address must be bound to all NICs on your target server.</p>	Installation hangs if it is trying to use a NIC that does not have an IP address bound to it.

Item	Requirements	Additional Details
Microsoft .NET (Only for Windows)	<p>The Microsoft .NET 4.5 Framework and its latest updates must be installed and running on the Windows Primary Server in order to install ZENworks 2020.</p> <p>Ensure that the full .NET 4.5 Framework is installed on the device and not the .NET 4.5 Client Profile.</p>	On Windows Server 2012, .NET 4.5 is available by default. However, you need to enable it. You are given the option to enable .NET during the ZENworks installation. If you select the option, .NET is automatically enabled.
Firewall Settings: TCP and UDP Ports	<p>Many TCP and UDP ports are opened by the ZENworks Installer during installation. If a port required by ZENworks is in use, the ZENworks Installer prompts you to configure an alternate port.</p> <p><b>IMPORTANT:</b> If the firewall is disabled during installation or upgrade, ensure that you manually open the ports in the firewall settings when the firewall is enabled.</p>	For the list of TCP and UDP ports and how ZENworks uses them, see <a href="#">“TCP and UDP Ports Used by ZENworks Primary Servers”</a> in the <i>ZENworks Primary Server and Satellite Reference</i> .
Supported Hypervisors	<p>Primary server software can be installed in the following virtual machine environments:</p> <ul style="list-style-type: none"> <li>◆ XEN on SLES 11 SP4, SLES 12 SP3, SP4, and SLES 15, SP1</li> <li>◆ VMware ESXi 6.x</li> <li>◆ Microsoft Hyper-V Server Windows 2012, 2012 R2 2016 and 2019.</li> <li>◆ Citrix XEN 7.x and Citrix Hypervisor 8.x</li> </ul>	<ul style="list-style-type: none"> <li>◆ Only released versions of guest operating systems (VMs) are supported. Experimental guest operating systems are not supported.</li> <li>◆ The guest operating system must match the operating system specified when creating the VM. For example, if during creation of the VM, the guest operating system is specified as Windows Server 2012, the actual guest operating system must be Windows Server 2012.</li> </ul>



# 2 Database Requirements

The database must meet the following requirements:

Item	Requirement
Database Version	<ul style="list-style-type: none"><li>♦ Oracle 12c R1 with version 12.1.0.2 Standard, Enterprise Edition and Oracle RAC (with or without partitioning).</li><li>♦ Oracle 12c R2 with version 12.2.0.1 Standard, Enterprise Edition and Oracle RAC (with or without partitioning).</li><li>♦ Oracle 18c R1 including Cluster and RAC</li><li>♦ Oracle 19c including Cluster and RAC</li><li>♦ Microsoft SQL Server 2012 SP3 and later, including Cluster (Standard, Enterprise, and Business Intelligence editions)</li><li>♦ Microsoft SQL Server 2014 SP2 and later, including Cluster (Standard, Enterprise, and Business Intelligence editions)</li><li>♦ Microsoft SQL Server 2016 and 2016 SP1 including Cluster (Standard and Enterprise editions)</li><li>♦ Microsoft SQL Server 2017, including Cluster (Standard and Enterprise editions)</li><li>♦ Microsoft SQL Server 2019</li><li>♦ Embedded PostgreSQL 11.4</li><li>♦ External PostgreSQL 11.1 to 11.4</li></ul>
Database Server Hostname	The database server hostname must be resolvable by the Domain Name Server Service.
TCP Ports	<p>The server must allow Primary Server communication on the database port. For MS SQL, ensure that you configure static ports for the database server.</p> <p>Default Ports:</p> <ul style="list-style-type: none"><li>♦ 1433 for MS SQL</li><li>♦ 1521 for Oracle</li><li>♦ 54327 for embedded PostgreSQL</li><li>♦ 5432 for external PostgreSQL</li></ul> <p>You can change the default port number if there is a conflict. However, you must ensure that the port is opened for the Primary Server to talk to the database.</p>
UDP Ports	1434 for MS SQL (if ZENworks uses named instance of the database)
WAN Consideration	Primary Servers and the ZENworks database must reside on the same network segment. Primary Servers cannot write across a WAN to the ZENworks database.

Item	Requirement
Default Character Set	<p>For MS SQL, ZENworks does not require any specific character set. ZENworks supports all character sets supported by MS SQL.</p> <p>For Oracle, the NLS_CHARACTERSET parameter must be set to AL32UTF8, and the NLS_NCHAR_CHARACTERSET parameter must be set to AL16UTF16. If the existing Oracle Database is installed with another character set, then to migrate to the AL32UTF8 character set, contact Oracle Support.</p>
Collation	<p>ZENworks is not supported with a case-sensitive instance of the MS SQL database. Therefore, you must ensure that the database is case insensitive before setting it up.</p>
Database User	<p>Ensure that there is no restriction for the ZENworks database user to connect to a remote database.</p> <p>For example, if the ZENworks database user is an Active Directory user, ensure that the Active Directory policies allow the user to connect to a remote database.</p>



# 3 Administration Browser Requirements

Ensure that the workstation or server where you run ZENworks Control Center to administer your system meets the following requirements:

Item	Requirements
Web Browser	<p>The following web browsers are supported:</p> <ul style="list-style-type: none"><li>♦ Internet Explorer 11 and above</li><li>♦ Firefox version 58 and higher</li><li>♦ Firefox ESR version 60</li><li>♦ Firefox version 58 and higher</li><li>♦ Firefox ESR 60</li><li>♦ Edge 40 and above</li><li>♦ Chrome version 55 and higher</li></ul> <p><b>NOTE:</b> Administration of features dependent on ZCC Helper is supported only on Windows and SUSE Linux Enterprise devices.</p>
TCP Ports	<p>To fulfill a user's request for a remote session on a managed device, you must open port 5550 on the device, in order to run Remote Management Listener.</p>



# Windows Installation

The following sections provide information and instructions to help you install the ZENworks Primary Server software on a Windows server:

- ♦ [Chapter 4, “Windows Installation Workflow,” on page 21](#)
- ♦ [Chapter 5, “Understanding What the ZENworks Installation Does,” on page 25](#)
- ♦ [Chapter 6, “Updating Windows Server Software,” on page 27](#)
- ♦ [Chapter 7, “Creating an External Certificate,” on page 29](#)
- ♦ [Chapter 8, “External ZENworks Database,” on page 33](#)
- ♦ [Chapter 9, “Installing a ZENworks Primary Server on Windows,” on page 37](#)
- ♦ [Chapter 10, “Completing Post-Installation Tasks,” on page 49](#)



# 4 Windows Installation Workflow

The tasks you must complete to install your first ZENworks Primary Server are different from the tasks required for additional Primary Servers. The following sections provide the workflows for both processes:

- ♦ [“Installation Workflow for Your First Primary Server” on page 21](#)
- ♦ [“Installation Workflow for Additional Primary Servers” on page 23](#)

## Installation Workflow for Your First Primary Server

To install the first ZENworks Primary Server and create your ZENworks Management Zone, complete the tasks in the order listed below.

To add a Primary Server to an existing ZENworks Management Zone, see [“Installation Workflow for Additional Primary Servers” on page 23](#).

Task	Details
<input type="checkbox"/> Review what the ZENworks installation program does when installing the first Primary Server and Management Zone.	<p>When installing the first Primary Server, the installation program performs operations to install the Primary Server software, set up the ZENworks databases, and establish the Management Zone.</p> <p>For more information, see <a href="#">Chapter 5, “Understanding What the ZENworks Installation Does,” on page 25</a>.</p>
<input type="checkbox"/> Burn the ZENworks ISO image to a DVD to create an installation DVD.	<p>You cannot extract the ISO image and use it to install. The installation must be run from an installation DVD.</p>
<input type="checkbox"/> Update the software on the Windows server where you will install the ZENworks Primary Server.	<p>Ensure that the Windows server software is up to date and that any software, such as anti-virus software, that might interfere with the Primary Server installation is updated and configured correctly.</p> <p>For more information, see <a href="#">Chapter 6, “Updating Windows Server Software,” on page 27</a>.</p>

Task	Details
<input type="checkbox"/> (Optional) Create an external certificate for your Primary Server.	<p>ZENworks Primary Servers communicate with ZENworks managed devices using the HTTPS protocol. This secure communication requires that the ZENworks Management Zone has a defined Certificate Authority (CA) and that each Primary Server has its own server certificate issued by the zone's CA.</p> <p>ZENworks includes an internal ZENworks CA. If you use the internal ZENworks CA, it is created during installation of the first Primary Server, and each subsequent Primary Server you install is issued a certificate signed by the ZENworks CA.</p> <p>Novell recommends you use the internal ZENworks CA unless your corporate security policies do not allow you to do so. The internal ZENworks CA lasts 10 years and simplifies use of various ZENworks features, such as Remote Management.</p> <p>If you cannot use the internal ZENworks CA, you can use an external CA and provide external server certificates for each Primary Server you install.</p> <p>If you want to use external certificates, see <a href="#">Chapter 7, "Creating an External Certificate," on page 29</a>.</p>
<input type="checkbox"/> Install external database software to use for the ZENworks databases.	<p>ZENworks requires two databases, one for general data and another for audit data. For these databases, you can use the embedded PostgreSQL database software provided with ZENworks, or you can use supported external database software (see <a href="#">Chapter 2, "Database Requirements," on page 15</a>).</p> <p>If you want to use an external database, see <a href="#">Chapter 8, "External ZENworks Database," on page 33</a>.</p>
<input type="checkbox"/> Install external database software to use for the Audit databases.	<p>You can use the embedded PostgreSQL database software provided with ZENworks, or you can use supported external database software (see <a href="#">Chapter 2, "Database Requirements," on page 15</a>).</p> <p>If you want to use an external database, see <a href="#">Chapter 8, "External ZENworks Database," on page 33</a>.</p> <p>After configuring the ZENworks database, configure the Audit database. The fields for ZENworks and Audit are same.</p>
<input type="checkbox"/> Install the ZENworks Primary Server software on a supported Windows server.	<p>For instructions, see <a href="#">"Installing the Primary Server Software" on page 37</a>.</p>

Task	Details
<input type="checkbox"/> Verify that the Primary Server is running.	<p>There are specific checks you can perform to ensure that installation of the software was successful and that the Primary Server is running.</p> <p>For instructions, see <a href="#">“Verifying the Installation” on page 40.</a></p>
<input type="checkbox"/> Activate the ZENworks products for which you are licensed or that you want to evaluate.	<p>All ZENworks products are installed. However, you need to provide the license keys for the products that you have licensed. If desired, you can also activate unlicensed products for a 60-day evaluation period.</p> <p>For instructions, see <a href="#">“Licensing Products” on page 49.</a></p>
<input type="checkbox"/> Back up the ZENworks Primary Server and other ZENworks components.	<p>You should back up the Primary Server at least one time and schedule regular back ups of the ZENworks databases.</p> <p>For instructions, see <a href="#">“Backing Up ZENworks Components” on page 51.</a></p>
<input type="checkbox"/> Review the post-installation tasks and complete any that apply to your Primary Server installation.	<p>There are several post-installation tasks that you might need to perform for your Primary Server. Review the list of tasks and complete any that apply.</p> <p>For instructions, see <a href="#">Chapter 10, “Completing Post-Installation Tasks,” on page 49.</a></p>

## Installation Workflow for Additional Primary Servers

To install a ZENworks Primary Server and add it to your existing ZENworks Management Zone, complete the tasks in the order listed below.

Task	Details
<input type="checkbox"/> Review what the ZENworks installation program does when adding a Primary Server to an existing Management Zone.	<p>When installing an additional Primary Server in a Management Zone, the installation program performs operations to install the Primary Server software, add the Primary Server to the existing Management Zone, install ZENworks Control Center, and start the ZENworks services.</p> <p>For more information, see <a href="#">Chapter 5, “Understanding What the ZENworks Installation Does,” on page 25.</a></p>
<input type="checkbox"/> Burn the ZENworks ISO image to a DVD to create an installation DVD.	<p>You cannot extract the ISO image and use it to install. The installation must be run from an installation DVD.</p>

Task	Details
<input type="checkbox"/> Update the software on the Windows server where you will install the ZENworks Primary Server.	<p>Ensure that the Windows server software is up to date and that any software, such as anti-virus software, that might interfere with the Primary Server installation is updated and configured correctly.</p> <p>For more information, see <a href="#">Chapter 6, “Updating Windows Server Software,”</a> on page 27.</p>
<input type="checkbox"/> (Optional) Create an external certificate for your Primary Server.	<p>If your ZENworks Management Zone is using the internal ZENworks Certificate Authority (CA), the new Primary Server is automatically issued a server certificate during installation.</p> <p>If your zone is using an external CA, you must provide the new Primary Server with a valid certificate issued from the external CA.</p> <p>For instructions about creating a certificate from an external CA, see <a href="#">Chapter 7, “Creating an External Certificate,”</a> on page 29.</p>
<input type="checkbox"/> Install the ZENworks Primary Server software on a supported Windows server.	<p>Installation of an additional Primary Server is less complex than installation of the first Primary Server. The installation program only requires you to provide a target location for the software files, authentication information for the Management Zone (Primary Server address and Administrator login credentials), and files for the external certificate (if the zone is using an external CA).</p> <p>For instructions about running the installation program, see <a href="#">“Installing the Primary Server Software”</a> on page 37.</p>
<input type="checkbox"/> Verify that the Primary Server is running.	<p>There are specific checks you can perform to ensure that installation of the software was successful and that the Primary Server is running.</p> <p>For instructions, see <a href="#">“Verifying the Installation”</a> on page 40.</p>
<input type="checkbox"/> Back up the ZENworks Primary Server.	<p>You should back up the Primary Server at least one time.</p> <p>For instructions, see <a href="#">“Backing Up ZENworks Components”</a> on page 51.</p>
<input type="checkbox"/> Review the post-installation tasks and complete any that apply to your Primary Server installation.	<p>There are several post-installation tasks that you might need to perform for your Primary Server. Review the list of tasks and complete any that apply.</p> <p>For instructions, see <a href="#">Chapter 10, “Completing Post-Installation Tasks,”</a> on page 49.</p>



# 5 Understanding What the ZENworks Installation Does

The ZENworks installation program does the following during installation of your first Primary Server:

- ♦ Creates the Management Zone
- ♦ Creates a password that you supply for the default ZENworks Administrator account
- ♦ Establishes and populates the ZENworks database and Audit database

The ZENworks installation program does the following during installation of any Primary Server:

- ♦ Installs the ZENworks Agent so that the server can be managed
- ♦ Installs ZENworks Control Center, the web console used to manage your ZENworks System
- ♦ Installs the zman command line utility
- ♦ Installs and starts the ZENworks services



# 6 Updating Windows Server Software

Before installing ZENworks Primary Server software to a Windows server, ensure that you update the software on the server:

- ♦ Run Windows Update on the server to ensure that all available updates are installed. When finished, disable Windows Update to prevent failure of the Primary Server software installation due to parallel installation of updates.
- ♦ Update other software (for example, anti-virus) to prevent failure of the Primary Server software installation due to parallel installation of updates.
- ♦ If you are testing or reviewing ZENworks 2020, we recommend that you deploy the product in a non-production environment.



# 7 Creating an External Certificate

ZENworks Primary Servers communicate with ZENworks managed devices using the HTTPS protocol. This secure communication requires that the ZENworks Management Zone have a defined Certificate Authority (CA) and that each Primary Server have its own server certificate issued by the zone's CA.

ZENworks includes an internal ZENworks CA. If you use the internal ZENworks CA, it is created during installation of the first Primary Server. Each subsequent Primary Server you install is issued a certificate signed by the ZENworks CA.

We recommend that you use the internal ZENworks CA unless your corporate security policies do not allow you to do so. The internal ZENworks CA lasts 10 years and simplifies use of various ZENworks features such as Remote Management.

If you cannot use the internal ZENworks CA, you can use an external CA and provide external server certificates for each Primary Server you install.

See the following sections for detailed instructions on using external certificates:

- ♦ [“Generating a Certificate Signing Request \(CSR\)” on page 29](#)
- ♦ [“Generating a Certificate by Using NetIQ ConsoleOne” on page 30](#)
- ♦ [“Generating a Certificate by Using NetIQ iManager” on page 30](#)

## Generating a Certificate Signing Request (CSR)

For each Windows server where you will install the ZENworks Primary Server software, you need to create an individual server certificate with the subject being the server's Fully Qualified Domain Name (FQDN).

- 1 Install OpenSSL.
- 2 To generate a private key that is needed to create a certificate signing request (CSR), enter the following command:

```
openssl genrsa -out zcm.pem 2048
```

- 3 To create a CSR that can be signed by a Certificate Authority, enter the following command:

```
openssl req -new -key zcm.pem -out zcm.csr
```

When you are asked for “YOUR name,” enter the full DNS name assigned to the server where you are installing the Primary Server software domain names include *www.company.com*, *payment.company.com* and *contact.company.com*.

- 4 To convert the private key from PEM format to the DER encoded format, enter the following command:

```
openssl pkcs8 -topk8 -nocrypt -in zcm.pem -inform PEM -out zcmkey.der -outform DER
```

The private key must be in the PKCS8 DER encoded format. You can use the OpenSSL command line tool to convert your keys to the proper format.

- 5 Use the CSR to generate a certificate by using ConsoleOne, iManager, or a true external CA such as Verisign.

If you are using a true external CA such as Verisign, refer to Verisign for information about using the CSR to generate a certificate. If you are using ConsoleOne or iManager as your Certificate Authority, instructions are provided in the following sections:

- ♦ “Generating a Certificate by Using NetIQ ConsoleOne” on page 30
- ♦ “Generating a Certificate by Using NetIQ iManager” on page 30

## Generating a Certificate by Using NetIQ ConsoleOne

- 1 Ensure that eDirectory is configured as the CA.
- 2 Issue the certificate for the Primary Server:
  - 2a Launch ConsoleOne.
  - 2b Log in to the eDirectory tree as an administrator with the appropriate rights.

For more information about the appropriate rights, see the [Entry Rights Needed to Perform Tasks \(https://www.netiq.com/documentation/crt33/crtadmin/data/a2zibyo.html\)](https://www.netiq.com/documentation/crt33/crtadmin/data/a2zibyo.html) section in the *NetIQ Certificate Server 3.3* documentation.
  - 2c From the **Tools** menu, click **Issue Certificate**.
  - 2d Browse for and select the `zcm.csr` file, then click **Next**.
  - 2e Complete the wizard by accepting the default values.
  - 2f Specify the certificate basic constraints, then click **Next**.
  - 2g Specify the validity period and the effective and expiration dates, then click **Next**.
  - 2h Click **Finish**.
  - 2i Choose to save the certificate in the DER-format, then specify a name for the certificate.
- 3 Export the Organizational CA's self-signed certificate:
  - 3a Log in to eDirectory from ConsoleOne.
  - 3b In the **Security** container, right-click the **CA**, then click **Properties**.
  - 3c In the **Certificates** tab, select the self-signed certificate.
  - 3d Click **Export**.
  - 3e When prompted to export the private key, click **No**.
  - 3f Export the certificate in DER format and choose the location where you want to save the certificate.
  - 3g Click **Finish**.

You should now have the three files that you need to install ZENworks using an external CA.

## Generating a Certificate by Using NetIQ iManager

- 1 Ensure that eDirectory is configured as the CA.
- 2 Issue the certificate for the Primary Server:
  - 2a Launch iManager.
  - 2b Log in to the eDirectory tree as an administrator with the appropriate rights.

For more information about the appropriate rights, see the [Entry Rights Needed to Perform Tasks \(https://www.netiq.com/documentation/crt33/crtadmin/data/a2zibyo.html\)](https://www.netiq.com/documentation/crt33/crtadmin/data/a2zibyo.html) section in the *NetIQ Certificate Server 3.3* documentation.

- 2c From the **Roles and Tasks** menu, click **Novell Certificate Server > Issue Certificate**.
- 2d Click **Browse** to browse for and select the CSR file, `zcm.csr`, then click **Next**.
- 2e Accept the default values for the key type, the key usage, and the extended key usage, then click **Next**.
- 2f Accept the default certificate basic constraints, then click **Next**.
- 2g Specify the validity period and the effective and expiration dates, then click **Next**. Depending on your needs, change the default validity period (10 years).
- 2h Review the parameters sheet. If it is correct, click **Finish**. If it is incorrect, click **Back** until you reach the point where you need to make changes.  
  
When you click **Finish**, a dialog box is displayed and indicates that a certificate has been created. This exports the certificate into the binary DER-format.
- 2i Download and save the issued certificate
- 3 Export the Organizational CA's self-signed certificate:
  - 3a Log in to eDirectory from iManager.
  - 3b From the **Roles and Tasks** menu, click **Novell Certificate Server > Configure Certificate Authority**.  
  
This displays the property pages for the Organizational CA, which include a General page, a CRL Configuration page, a Certificates page, and other eDirectory-related pages.
  - 3c Click **Certificates**, then select **Self Signed Certificate**.
  - 3d Click **Export**.  
  
This starts the Certificate Export wizard.
  - 3e Deselect the **Export the Private Key** option, and choose the export format as **DER**.
  - 3f Click **Next**, then save the exported certificate.
  - 3g Click **Close**.

You should now have the three files that you need to install ZENworks using an external CA.





# 8

## External ZENworks Database

ZENworks requires two databases, one for general data and another for audit data. For these databases, you can use the embedded PostgreSQL database software provided with ZENworks, or you can use a supported external database software (see [Database Requirements](#)).

If you want to use the embedded database, skip the remainder of this section. You will install the embedded database during the installation of the ZENworks Primary Server software (see [Installing the Primary Server Software](#)).

- ♦ “Prerequisites for External Databases” on page 33

### Prerequisites for External Databases

Review the following sections to meet any prerequisites for the external database you plan to use:

- ♦ “Prerequisites for Remote PostgreSQL” on page 33
- ♦ “Prerequisites for Microsoft SQL Server” on page 33
- ♦ “Prerequisites for Oracle” on page 34

### Prerequisites for Remote PostgreSQL

To use the PostgreSQL database, ensure that the following prerequisites are met:

- ♦ Install and set up the PostgreSQL database so that it can be updated during ZENworks installation.

For more information, see [Installing PostgreSQL](#) and [Preparing the External PostgreSQL Database](#).

- ♦ During ZENworks installation, you must specify a database user. Ensure that the database user has read/write permissions to create and modify the tables on the database server.

---

**NOTE:** For this database, ZENworks support provides problem determination, provision of compatibility information, installation assistance, usage support, ongoing maintenance, and basic troubleshooting. For additional support, including extended troubleshooting and error resolution, see the [PostgreSQL Support web site \(https://www.postgresql.org/support/\)](https://www.postgresql.org/support/).

---

### Prerequisites for Microsoft SQL Server

To use the Microsoft SQL Server database for ZENworks, ensure that the Microsoft SQL Server software is installed on the database server so that the ZENworks installation program can create the new Microsoft SQL database. For instructions on installing the Microsoft SQL Server software, refer to the Microsoft documentation.

An SA user or a SYSDBA user (with sysadmin privileges), with relevant user and login credentials, are required to create a ZENworks Database or an Audit Database.

For MS SQL, set the READ\_COMMITTED\_SNAPSHOT setting to ON so that it allows read access to information in the database while data is being written or modified.

To set the READ\_COMMITTED\_SNAPSHOT setting to ON, execute the following command at the database server prompt:

```
ALTER DATABASE database_name SET READ_COMMITTED_SNAPSHOT ON;
```

## Prerequisites for Oracle

During the installation of the ZENworks database on Oracle, you can choose to create a new user schema or specify an existing one that resides on a server in your network.

- ♦ **Create a new user schema:** Ensure that the following requirements are met:
  - ♦ You must have the database administrator credentials. Ensure that the administrator has Data Definition Language (DDL) and Redefinition rights with the Grant option enabled.
  - ♦ A tablespace is needed for the Oracle access user. A tablespace is a storage location where the actual data underlying database objects can be kept. It provides a layer of abstraction between physical and logical data, and serves to allocate storage for all DBMS managed segments. (A database segment is a database object which occupies physical space such as table data and indexes.) Once created, a tablespace can be referred to by name when creating database segments.
  - ♦ The tablespace can be created by ZENworks or can be created by the Database Administrator.
  - ♦ The tablespace has sufficient space to create and store the ZENworks database schema. The tablespace requires a minimum of 10 GB to create ZENworks database schema.
- ♦ **Use an existing user schema:** You can install to an existing Oracle user schema in the following scenarios:
  - ♦ The database administrator creates a user schema with the necessary rights, and you receive the credentials for that user schema from the database administrator. Database administrator credentials are not required to install to an existing Oracle user schema.
  - ♦ You create a user in the Oracle database and choose to use it during ZENworks installation.

If you choose to use an existing user schema, ensure that the following requirements are met:

- ♦ The tablespace has sufficient space to create and store the ZENworks database schema. The tablespace requires a minimum of 10 GB to create the ZENworks database schema.
  - ♦ The quota for the user schema is set to Unlimited on the tablespace that is required during installation.
- ♦ **Rights to create the database:** Ensure that the user schema has the following rights to create the database:

```
CREATE SESSION
CREATE_TABLE
CREATE_VIEW
CREATE_PROCEDURE
CREATE_SEQUENCE
CREATE_TRIGGER
ALTER ANY TABLE
DROP ANY TABLE
LOCK ANY TABLE
SELECT ANY TABLE
```

```
CREATE ANY TABLE
CREATE ANY TRIGGER
CREATE ANY INDEX
CREATE ANY DIMENSION
CREATE ANY EVALUATION CONTEXT
CREATE ANY INDEXTYPE
CREATE ANY LIBRARY
CREATE ANY MATERIALIZED VIEW
CREATE ANY OPERATOR
CREATE ANY PROCEDURE
CREATE ANY RULE
CREATE ANY RULE SET
CREATE ANY SYNONYM
CREATE ANY TYPE
CREATE ANY VIEW
DBMS_DDL
DBMS_REDEFINITION
DBMS_LOCK
```

---

**IMPORTANT:** The above privileges are used to modify tables only in ZENworks schema and not in any other schema. The `DBMS_DDL` and `DBMS_REDEFINITION` packages are used to restructure some of the tables as partitioning tables during fresh installation of ZENworks.

You can give the `DBMS_DDL` and `DBMS_REDEFINITION` rights to the user at the time of installation or upgrade. After the installation or upgrade is successful, you can revoke the `DBMS_DDL` and `DBMS_REDEFINITION` rights and also those privileges with `ANY` option.

For more details, see the [Oracle database documentation \(http://docs.oracle.com/cd/B28359\\_01/server.111/b28310/tables007.htm#i1006801\)](http://docs.oracle.com/cd/B28359_01/server.111/b28310/tables007.htm#i1006801).

---

For Oracle databases, performance can be affected by whether you configure your database to use a shared server or dedicated server processes. Each ZENworks Primary Server is configured with a database connection pool whose size fluctuates with the ZENworks system load. This pool can grow at peak loads to a maximum of 300 concurrent database connections per Primary Server. If your Oracle database is configured to use dedicated server processes, it is possible that your database server resource usage can reach undesirable levels that affect performance when there are multiple Primary Servers in your zone. If you encounter this problem, consider changing your ZENworks database to use shared server processes.

## Prerequisites for Oracle RAC

- ♦ Oracle database and Real Application Clusters (RAC) version must be 12c R1 or above.
- ♦ Tablespace must be created by your database administrator manually (do not use ZENworks to create the tablespaces).
- ♦ Shut down ZENworks services on all Primary Servers and Reporting Server before upgrading ZENworks.



# 9 Installing a ZENworks Primary Server on Windows

Perform the tasks in the following sections to install the ZENworks Primary Server software on a Windows server:

- ♦ [“Installing the Primary Server Software” on page 37](#)
- ♦ [“Performing an Unattended Installation” on page 38](#)
- ♦ [“Verifying the Installation” on page 40](#)
- ♦ [“Installation Information” on page 41](#)

## Installing the Primary Server Software

- 1 Log in to the installation server as a Windows administrator.
- 2 Insert the Novell ZENworks 2020 installation DVD.

---

**IMPORTANT:** If you have not already burned the ZENworks 2020 ISO image to a DVD, you need to do so before beginning the installation. Do not extract the ISO image and use it to install.

---

- 3 The installation page where you can select the language is displayed. If it is not automatically displayed after inserting the DVD, run `setup.exe` from the root of the DVD.

When installing ZENworks 2020 on Windows, Strawberry Perl is installed in the root directory to meet the Perl runtime requirement for the `ppkg_to_xml` tool.

- 4 During installation, refer to the information in [“Installation Information” on page 41](#) for details on the installation data that you need to know.

You can also click the **Help** button for information.

- 5 After installation is complete, do one of the following on the server:
  - ♦ If you selected to reboot automatically (you selected the **Yes, restart the system** option during installation; see [“Rebooting \(or not\)” on page 47](#)), continue with [Verifying the Installation](#) after the booting process has completed and the services have started.
  - ♦ If you selected to reboot manually (you selected the **No, I will restart the system myself** option during installation; see [“Rebooting \(or not\)” on page 47](#)), you must wait for the installation to complete and the services to start in order to verify it in [Verifying the Installation](#).

---

**NOTE:** Part of completing the installation process is for the database to be updated and for the Product Recognition Update (PRU) to be downloaded and installed, both of which cause high CPU utilization during their processes. This can cause the services to start up slowly, which can also affect how long it takes for ZENworks Control Center to open.

---

# Performing an Unattended Installation

You can use a response file to perform an unattended installation of ZENworks 2020. You can either edit the default response file (provided at `DVD_drive:\Disk1\InstData\silentinstall.properties`), or perform an installation to create your own version of the response file that contains the basic installation information and edit that copy as needed.

For an embedded PostgreSQL database, you must create a response file to perform an unattended installation; you cannot reuse the response file generated for a server that uses an external database.

Do the following to create the response file, and then use it to perform an unattended installation:

- ♦ [“Creating Your Response File” on page 38](#)
- ♦ [“Performing the Installation” on page 39](#)

## Creating Your Response File

- 1 Run the ZENworks 2020 installation executable on a server by using the following command:

```
DVD_drive:\setup.exe -s
```

For more information, see [Appendix A, “Installation Executable Arguments,” on page 89](#).

- 2 Ensure that during the installation you select the **Yes, Generate the Response File with Restart Enabled** option is selected so that server is automatically rebooted after the silent installation has completed.

A silent installation does not provide an installation progress bar.

- 3 When prompted, provide a path for your custom response file.

When you use the `-s` argument by itself, the installation program prompts you for a path for the response file. The default file name is `silentinstall.properties`, which you can rename later (see [Step 4g](#)).

- 4 Add the Management Zone and external database passwords to your custom response file.

Because the external database password that you enter during creation of the custom response file not saved in the response file, you must add the database and the Management Zone passwords in each copy of the response file in order for it to be correctly provided during an unattended installation.

Optionally, you can create an environment variable to pass the password into the unattended installation. Instructions for this are contained in the response file where the password information is stored.

While you are editing the response file, you can make any other changes necessary to customize it for your unattended installation. The response file contains instructions for its various sections.

To add the external database and Management Zone passwords into the response file:

- 4a Open the response file in a text editor.

Your custom response file is in the location that you specified in [Step 3](#).

If you are editing the default response file, it is located at

```
DVD_drive:\Disk1\InstData\silentinstall.properties.
```

- 4b Search for `ADMINISTRATOR_PASSWORD=`.

- 4c Replace `$lax.nl.env.ADMIN_PASSWORD$` with the actual password.

For example, if the password is `novell`, the entry will be:

```
ADMINISTRATOR_PASSWORD=novell
```

**4d** (Conditional) If you are using an external database, search for the line, `DATABASE_ADMIN_PASSWORD=`, and replace `$lax.nl.env.ADMIN_PASSWORD$` with the actual password.

**4e** (Conditional) If you are using an external database, search for the line, `DATABASE_ACCESS_PASSWORD=`, and replace `$lax.nl.env.ADMIN_PASSWORD$` with the actual password.

**4f** Save the file and exit the editor.

**4g** Make as many uniquely named copies as you need for your various installation scenarios, modify each copy as necessary, then copy each one to the server where it will be used.

If you want to add another Primary Server to the existing Management Zone, you must provide the following information in the response file:

```
PRIMARY_SERVER_ADDRESS=$Primary_Server_IPaddress$
```

```
PRIMARY_SERVER_PORT=$Primary_Server_port$
```

```
PRIMARY_SERVER_CERT=-----BEGIN CERTIFICATE-----
```

```
MIID9DCCLotsOfEncryptedCharactersSja+bY05Y=-----END CERTIFICATE-----
```

where

`PRIMARY_SERVER_ADDRESS` is the IP address or DNS name of the parent Primary Server if the secondary server is being installed to an existing Management Zone.

`PRIMARY_SERVER_PORT` is the SSL port used by the parent Primary Server if the secondary server is being installed to an existing Management Zone. The default port is 443.

`PRIMARY_SERVER_CERT=` is the certificate you specified on the parent Primary Server if the secondary server is being installed to an existing Management Zone. The certificate must be in the base64 encoded string format of an x509 certificate, and the certificate string must be specified in one line. The above is just an example of the certificate information.

- 5** After you have completed modifications to your custom response file, copy it from the path that you specified in [Step 3](#) to a location on each server where you will use it for the unattended installation.
- 6** To use the updated response file, continue with [“Performing the Installation” on page 39](#).

---

**NOTE:** If you want to install Microsoft .NET when using a response file, you need to manually set the value in the file to `INSTALL_DOT_NET=1`.

---

## Performing the Installation

- 1** On the Windows server where you want to perform the unattended installation, insert the *Novell ZENworks 2020* installation DVD.

If the installation page where you can select the language is displayed, click **Cancel** to exit the GUI installation.

- 2** To start the unattended installation, use the `-f` option in the command:

```
DVD_drive:\setup.exe -s -f path_to_file.
```

where *path\_to\_file* is either the full path to the response file that you created in [“Creating Your Response File” on page 38](#), or a directory containing the `silentinstall.properties` file (it must use that file name).

If you renamed the updated response file, include its new name with the path.

If a file name is not given, or if either the path or file does not exist, the `-f` parameter is ignored and the default installation is run instead of an unattended installation.

- 3 After the installation has completed, continue with [“Verifying the Installation” on page 40](#).

## Verifying the Installation

Perform the following steps to verify a successful installation.

- 1 After the server has rebooted, do any of the following to verify that the Primary Server is running:

- ♦ **Run ZENworks Control Center**

If ZENworks Control Center does not automatically start, use the following URL to open it in a Web browser:

`https://DNS_name_or_IP_address_of_Primary_Server/zenworks`

If the Primary Server is not using the default HTTPS port, you must add the port to the URL:

`https://DNS_name_or_IP_address_of_Primary_Server:port_number/zenworks`

This can be done either on the Primary Server or on a qualified workstation.

- ♦ **Check the Windows services in the Windows Services list**

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

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

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

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

Run the following command at the server command prompt:

```
ZENworks_installation_path\bin\novell-zenworks-configure -c SystemStatus
```

This lists all ZENworks services and their statuses.

To start the services, run the following command:

```
ZENworks_installation_path\bin\novell-zenworks-configure -c Start
```



# Installation Information

Installation Information	Explanation
Installation path	<p>The default is %ProgramFiles%. You can change it to any path currently available on the server, except to the %systemdrive%/Program Files directory if the server is a 64-bit Windows device. However, the installation path that you specify must contain English characters only.</p> <p><b>NOTE:</b> Installation from a mapped drive is not supported.</p> <p>The installation program creates the Novell\ZENworks directory under this path for the installation of the ZENworks software files.</p> <p>If you need more disk space for your content repository than what is available in the Windows path during installation, you can change the path to another location after completing the installation. For more information, see “<a href="#">Content Repository</a>” in <i>ZENworks Primary Server and Satellite Reference</i>.</p>
Response file path (optional)	<p>If you started the installation executable with the -s parameter in order to create a response file for unattended installations, you are required to provide a path for the file. The default path is C:\Documents and Settings\Administrator\. You can change this to any path available on the current server.</p> <p>The Primary Server software is not installed when you run the program to create a response file. It only displays the installation pages necessary to identify and create the response file.</p>
Prerequisites	<p>If the required prerequisites are not met, you are not allowed to continue with the installation. The requirements that are not fulfilled are displayed. For more information, see <a href="#">Chapter 2, “Database Requirements,” on page 15</a>.</p> <p>If the .NET prerequisite is not fulfilled, you can click the <a href="#">ZENworks</a> link in the description to install the runtime version that is bundled with ZENworks. After .NET is installed, the installation of ZENworks proceeds. This wizard might take a few seconds to launch.</p>

Installation Information	Explanation
Management Zone	<p><b>New Zone:</b> If you are installing the first Primary Server, you need to know the name and password you want to use for the Management Zone. The password is used to log in to ZENworks Control Center.</p> <p><b>Zone Name:</b> The zone name has a 20-character limit and should be a unique name. The zone name can contain only the following special characters: - (dash) _ (underscore) . (period). The zone name cannot contain special characters such as ~ . ` ! @ # % ^ &amp; * + = ( ) { } [ ]   \ : ; " ' &lt; &gt; , ? / \$</p> <p>For Embedded PostgreSQL, ensure that the zone name is unique in your environment.</p> <p><b>IMPORTANT:</b> While installing ZENworks in a non-English language operating system, ensure that the Management Zone name does not use special characters from any other non-English language. For example, while installing ZENworks on a simplified Chinese operating system, ensure that the Zone name does not use "üöä" from the German Character Set.</p> <p><b>Zone Password:</b> By default, the installation creates a super administrator called Administrator. This super administrator has rights to perform all management tasks in your Management Zone and cannot be deleted. You must specify a password for Administrator. The password must contain a minimum of six characters and can include a maximum of 255 characters. The password can contain only one instance of the \$ character.</p> <p>After installation is complete, you can use ZENworks Control Center to create additional ZENworks administrator accounts for login to your Management Zone.</p> <p><b>Port Number:</b> During the installation of subsequent Primary Servers, the server by default uses the ports used by first Primary Server. If the ports are in use on the second Primary Server, you are asked to specify another port. Note which port you specify because you will need to use it in the URL for accessing ZENworks Control Center from that Primary Server.</p> <p><b>Existing Zone:</b> If you are installing to an existing Management Zone, you need to know the following information:</p> <ul style="list-style-type: none"> <li>♦ The DNS name or IP address of an existing Primary Server in the zone. We recommend using the DNS name to provide ongoing synchronization with certificates that are signed with DNS names.</li> <li>♦ The SSL port used by the existing Primary Server in the Management Zone. If the Primary Server uses a different port than the default (443), specify that port.</li> <li>♦ A ZENworks administrator user name to log in to the zone. The default is Administrator. After completing the installation, you can use ZENworks Control Center to add other administrator names that can be used to log in to the Management Zone.</li> <li>♦ The password for the administrator you specified in the <b>Username</b> field.</li> </ul>
Database Configuration Recommendation	<p>You can enter the number of devices used in thousands. For example enter 1 for 1000 devices, 2 for 2000, and so on. The range of devices is between 1 to 100. Based on the number of devices, the database recommendation is displayed.</p>

Installation Information	Explanation
Database options	<p>ZENworks requires a database. The database options are displayed only when installing the first Primary Server to the zone.</p> <p>You have the following database options:</p> <ul style="list-style-type: none"> <li>♦ <b>Embedded PostgreSQL:</b> Automatically installs the embedded database on the local server. <p>If you select the embedded database option, no further database installation pages are shown.</p> </li> <li>♦ <b>Remote PostgreSQL:</b> This database must already exist on a server in your network. It can be on the current server. <p>To select this option, you should already have followed the steps in <a href="#">“Prerequisites for Remote PostgreSQL” on page 33</a>.</p> <p>You also use this option for installing to an existing remote PostgreSQL database.</p> </li> <li>♦ <b>Microsoft SQL Server:</b> You can create a new SQL database or specify an existing database that resides on a server in your network. It can be on the current server. <p>Creating a new SQL database at this time provides the same results as the steps in <a href="#">“Prerequisites for Microsoft SQL Server” on page 33</a>.</p> </li> <li>♦ <b>Oracle:</b> Specifies a user schema that you can use to set up an external Oracle database schema for use with ZENworks. <p>You can either create a new user schema or specify an existing one that resides on a server in your network.</p> <p>To select this option, you should already have followed the steps in <a href="#">“Prerequisites for Oracle” on page 34</a>.</p> </li> </ul> <p><b>IMPORTANT:</b> The following points must be considered for external databases:</p> <ul style="list-style-type: none"> <li>♦ The time on the server hosting the database must be synchronized with each of the Primary Servers in the Management Zone. The external database can also reside on the Primary Server machine.</li> <li>♦ If you have specified the database hostname, it must be DNS resolvable.</li> </ul>

Installation Information	Explanation
Database information	<p>For the external database options (<b>PostgreSQL</b>, <b>Microsoft SQL Server</b>, and <b>Oracle</b>), you need to know the information listed below. Defaults are provided for some of this information, which can be changed as necessary.</p> <ul style="list-style-type: none"> <li>♦ <b>All Databases:</b> The database server must have a PostgreSQL, Microsoft SQL, or Oracle database installed. <ul style="list-style-type: none"> <li>♦ Server's name. We recommend that you identify the server by its DNS name rather than its IP address, to be in sync with certificates that are signed with DNS names. <p><b>IMPORTANT:</b> If you later change your database server's IP address or DNS name, ensure that your corporate DNS server is updated with this change to keep DNS for the database server in sync.</p> </li> <li>♦ Port used by the database server. <p>Port 54327 is the default for PostgreSQL and port 1433 is the default for Microsoft SQL Server.</p> <p>Change the default port number if you have a conflict.</p> </li> </ul> </li> <li>♦ <b>(Optional) SQL Server Only:</b> Named instance that is the name of the SQL server instance that is hosting the existing ZENworks database. You must specify the named instance if you want it to be something other than the default of <code>mssqlserver</code>.</li> <li>♦ <b>Oracle Only:</b> The name of the tablespace where you want the database to be created. The default is <code>USERS</code>.</li> <li>♦ <b>New Database:</b> <ul style="list-style-type: none"> <li>♦ The database administrator (<b>Username</b> field) must have read/write permissions in order to successfully perform the required operations on the database.</li> <li>♦ The administrator's database password.</li> </ul> </li> <li>♦ <b>SQL Server or New Database:</b> <ul style="list-style-type: none"> <li>♦ If you are using Windows authentication, specify the Windows domain where the user you specified in the <b>Username</b> field exists. If you are not using a Windows domain, specify the server's short name.</li> <li>♦ Whether to use Windows or SQL Server authentication. For Windows authentication, provide the credentials for a user on the current device or in the domain. For SQL authentication, provide credentials that match those of a valid SQL user.</li> </ul> <p>It is important to know whether you installed the SQL Server by using SQL authentication, Windows authentication, or mixed. Be sure to select the option that coincides with your SQL Server options; otherwise, the authentication will fail.</p> </li> </ul>

Installation Information	Explanation
Database access	<p>For the external database options (<a href="#">Remote PostgreSQL</a>, <a href="#">Microsoft SQL Server</a>, and <a href="#">Oracle</a>), you need to know the information listed below. Defaults are provided for some of this information, which can be changed as necessary.</p> <ul style="list-style-type: none"> <li>♦ <b>All Databases:</b> This server must have a PostgreSQL, Microsoft SQL, or Oracle database installed. <ul style="list-style-type: none"> <li>♦ Database name. Replace <a href="#">zenworks_MY_ZONE</a> with either the desired database name or an existing database name.</li> <li>♦ Database user name. This user must have read/write permissions to modify the database. <p>If Windows authentication is also selected, the specified user must already exist when you create a new SQL database. The user is granted login access to SQL Server and read/write access to the ZENworks database that is created.</p> <p>For an existing database, specify a user with sufficient permissions to the database.</p> </li> <li>♦ Database password. For a new database, this password is automatically generated if SQL authentication is selected. For an existing database, specify the password of an existing user with read/write permissions to the database.</li> </ul> </li> <li>♦ <b>PostgreSQL Only:</b> The name of your PostgreSQL database server.</li> <li>♦ <b>Oracle Databases Only:</b> The name of the tablespace where you want the database to be created. By default, it is USERS.</li> <li>♦ <b>Microsoft SQL Databases Only:</b> <ul style="list-style-type: none"> <li>♦ If you are using Windows authentication, specify the Windows domain where the user you specified in the <a href="#">Username</a> field exists. If you are not using a Windows domain, specify the server's short name.</li> <li>♦ Whether to use Windows or SQL Server authentication. For Windows authentication, provide the credentials for a user on the current device or in the domain. For SQL authentication, provide credentials that match those of a valid SQL user.</li> </ul> <p>It is important to know whether you installed the SQL Server by using SQL authentication, Windows authentication, or mixed. Be sure to select the option that coincides with your SQL Server options; otherwise, the authentication will fail.</p> </li> </ul>
SSL configuration (shown only for the first server installed in the Management Zone)	<p>In order to enable SSL communications, an SSL certificate must be added to the ZENworks server. Select whether to use an internal or external certificate authority (CA).</p> <p>For subsequent installations of Primary Servers to the Management Zone, the CA established by the first server's installation is used for the zone.</p> <p><b>IMPORTANT:</b> After you install ZENworks 2020, you can only change the internal certificate to an external certificate on Primary Servers. For more information, see <a href="#">"Reconfiguring the Certificate Authority before and after it Expires"</a> in the <a href="#">ZENworks Disaster Recovery Reference</a>.</p> <p>The <a href="#">Restore Default</a> buttons restore the paths to those that were displayed when you first accessed this page.</p>

Installation Information	Explanation
Signed SSL certificate and private key	<p>To enter a trusted CA-signed certificate and private key, click <b>Choose</b> to browse for and select the certificate and key files, or specify paths to the signed certificate to be used for this server (<b>Signed SSL Certificate</b>) and the private key associated with the signed certificate (<b>Private Key</b>).</p> <p>For subsequent installations of Primary Servers to the zone, the CA established for the zone by the first server's installation is used. If the zone is using an internal CA, you must provide the IP address or DNS name of the Primary Server with CA role. Otherwise, the wizard will not proceed further.</p> <p>For information on creating external certificates to select when installing to a Windows server, see <a href="#">Chapter 7, "Creating an External Certificate," on page 29</a>.</p> <p>For information on creating external certificates for installing to a server using a silent installation, see <a href="#">"Creating Your Response File" on page 38</a>.</p>
Root certificate (optional)	To enter a trusted CA root certificate, click <b>Choose</b> to browse for and select it, or specify the path to the CA's public X.509 certificate ( <b>CA Root Certificate</b> ).
SSL Configuration	The certificate validity should be between 1 and 10 years. If you plan to use the server as an MDM server, then to ensure communication with iOS and Mac devices, the certificate validity should not exceed 2 years.
Pre-installation summary	<b>GUI Installation:</b> To make changes to any information entered up to this point, click <b>Previous</b> . After you click <b>Install</b> , the installation of the files begins. During installation, you can click <b>Cancel</b> to stop, which leaves the files on your server that were installed up to that point.
Installation complete (roll back option)	<p>If installation errors occurred, this page is displayed at this time; otherwise, it is displayed after the Post-Installation Actions page.</p> <p><b>Installation Recovery:</b> If there are serious installation errors, you can roll back the installation to return your server to its previous state. This option is provided on a different installation page. Otherwise, you have two options:</p> <ul style="list-style-type: none"> <li>♦ If a previous installation was cut short and you install again, you might be given the option to reset the installation, depending on how far you got in the canceled installation. If you select to reset, this overwrites any configuration that might have occurred during the canceled installation.</li> <li>♦ To undo a successfully completed installation, follow the instructions in the <a href="#">ZENworks Uninstall Guide</a>.</li> </ul> <p>If there were serious installation errors, select <b>Roll Back</b>, which returns your server to its previous state. Upon exiting the installation program, the server is not rebooted. However, to complete the installation, you must reboot the server.</p> <p>To determine whether to continue the installation or roll it back, review the log file that lists errors. This will help you determine whether any installation failures were significant enough for your action. If you select to continue, resolve the issues that are noted in the log after you have rebooted the server and completed the installation process.</p> <p>To access the log file in the GUI installation, click <b>View Log</b>.</p>

Installation Information	Explanation
Post installation actions	<p>Options are presented for selecting actions to perform after the installation has successfully completed:</p> <p>For the GUI installation, a page displays the options listed below. Some items are selected by default. Click any check box to select or deselect the option, then click <b>Next</b> to continue.</p> <ul style="list-style-type: none"> <li>♦ <b>Run ZENworks Control Center:</b> (GUI installation only) Automatically opens ZENworks Control Center in your default web browser after rebooting (Windows only), or immediately if you select to reboot manually.</li> </ul> <p>For the Oracle database, the administrator names are case sensitive. The default ZENworks administrator account that was automatically created during installation uses an initial capital letter. In order to log in to ZENworks Control Center, you must enter <code>Administrator</code>.</p> <ul style="list-style-type: none"> <li>♦ <b>Place a shortcut to ZENworks Control Center on the Desktop:</b> Places the shortcut on your desktop.</li> <li>♦ <b>Place a shortcut to ZENworks Control Center in the Start Menu:</b> Places the shortcut in your Start menu.</li> <li>♦ <b>View Readme file:</b> For GUI installations, opens the ZENworks 2020 Readme in your default browser after rebooting, or immediately if you select to reboot manually.</li> <li>♦ <b>View Installation log:</b> Displays the installation log in your default XML viewer (GUI installation) after rebooting, or immediately if you select to reboot manually.</li> </ul>
ZENworks System Status Utility	Allows you to launch a ZENworks services heartbeat check prior to closing the installation program. Results are posted in the installation log.
Rebooting (or not)	<p>Upon a successful installation, you can select between rebooting immediately or later:</p> <ul style="list-style-type: none"> <li>♦ <b>Yes, Restart the System:</b> If you select this option, log in to the server when prompted. The first time you log in to the server, it takes a few minutes because the database is being populated with inventory data.</li> <li>♦ <b>No, I Will Restart the System Myself:</b> If you select this option, the database is immediately populated with inventory data.</li> </ul> <p>The process of populating the database can cause high CPU utilization during a reboot or immediately after the installation program closes if you select not to reboot. This database updating process can slow down the starting of the services and access to ZENworks Control Center.</p> <p>The Patch Management downloads might also cause high CPU utilization, usually shortly after rebooting.</p>
Installation completion	The actions you selected previously are performed after all of the files have been installed for ZENworks 2020 (if selected).





# 10 Completing Post-Installation Tasks

After successfully installing the ZENworks Primary Server software, you might need to perform some of the following post-installation tasks. Not all tasks are required for all installations. However, we recommend that you review each section to ensure that you complete any tasks required for your installation.

- ♦ [“Licensing Products” on page 49](#)
- ♦ [“Enabling Access to a Primary Server Behind a NAT Firewall” on page 50](#)
- ♦ [“Adding Imaging Applications as Firewall Exceptions” on page 50](#)
- ♦ [“Supporting ZENworks 2017 Device Upgrades” on page 51](#)
- ♦ [“Backing Up ZENworks Components” on page 51](#)
- ♦ [“Customizing ZENworks Control Center” on page 51](#)
- ♦ [“Supporting a Primary Server on VMware ESX” on page 51](#)

## Licensing Products

During the installation of your first ZENworks Primary Server and the creation of your Management Zone, the ZENworks installation program installs the following products and sets their license state as listed in the table.

Product	License State
Asset Inventory for Linux	Evaluation
Asset Inventory for Windows/Macintosh	Deactivated
Asset Management	Evaluation
Configuration Management	Evaluation
Endpoint Security Management	Deactivated
Full Disk Encryption	Deactivated
Patch Management	Activated

You activate a product by supplying a valid product license. If you do not have a valid license, you can evaluate the product for 60 days.

To change the license state of a product:

- 1 Log in to ZENworks Control Center.
- 2 Click **Configuration**.
- 3 In the **Licenses** panel, click a suite if you have a suite license key.  
or  
Click a product to provide a product license key or to turn on the product evaluation.

For more information about activating and deactivating products, see the [ZENworks Product Licensing Reference](#).

## Enabling Access to a Primary Server Behind a NAT Firewall

If the Primary Server is behind a NAT firewall, the devices on the Internet or public network cannot communicate with it. To resolve the issue, you must configure additional IP addresses or DNS names for the Primary Server through ZENworks Control Center.

For more information, see “[Configuring Additional Access to a ZENworks Server](#)” in the [ZENworks Primary Server and Satellite Reference](#).

## Adding Imaging Applications as Firewall Exceptions

The ZENworks installation program cannot add exceptions to a Windows server firewall. Therefore, you must manually complete this task under the following conditions:

- ♦ The Primary Server will be an Imaging Server.
- ♦ The Primary Server will be the parent Primary Server of an Imaging Satellite Server.

Refer to the appropriate section for the Primary Server’s operating system:

- ♦ “[Adding Imaging Applications as Firewall Exceptions on Windows Server 2012 and 2016](#)” on page 50

### Adding Imaging Applications as Firewall Exceptions on Windows Server 2012 and 2016

- 1 Open Control Panel, and then open Windows Firewall.
- 2 In the left pane, click the **Allow an app or feature through Windows Firewall** option.
- 3 In the Allowed apps window, click **Allow another app**.
- 4 In the Add an app window, click **Browse** and select the `novell-pbserv.exe` application.

All Imaging applications, are located in the `%zenworks_home%\novell\zenworks\bin\preboot` directory.

- 5 After selecting the application, click **Add**.
- 6 Repeat [Step 4](#) and [Step 5](#), add the following Imaging applications to the Allowed apps and features list, and then click **OK**:
  - ♦ `novell-proxydhcp.exe`
  - ♦ `novell-tftp.exe`
  - ♦ `novell-zmgprebootpolicy.exe`

# Supporting ZENworks 2017 Device Upgrades

If you have ZENworks 2017 managed devices or Satellite Servers in your network and want to register the devices to a new ZENworks 2020 Management Zone so that they can be automatically upgraded to ZENworks 2020, you must import the ZENworks 2020 System Update into the zone from the ZENworks 2020 installation media.

From ZENworks 2020 onwards, promoting a 32-bit devices as a Satellite Server is not supported.

## Backing Up ZENworks Components

We recommend that you implement the following backup best practices:

- ♦ Take reliable backups of the ZENworks database and Audit database on a regular basis. For instructions, see the [ZENworks Database Management Reference](#).
- ♦ Procure and note the credentials of the databases:
  - ♦ For the embedded PostgreSQL ZENworks database, use the following command:  

```
zman dgc -U administrator_name -P administrator_password
```
  - ♦ For the embedded PostgreSQL Audit database, use the following command:  

```
zman dgca -U admimistrator_name -P administrator_password
```
  - ♦ For an external database, contact the database administrator.
- ♦ Take a reliable backup of the Primary Server (this only needs to be done one time). For instructions, see “[Backing Up a ZENworks Server](#)” in the [ZENworks Disaster Recovery Reference](#).
- ♦ Take a reliable backup of the Certificate Authority. For instructions, see “[Backing Up the Certificate Authority](#)” in the [ZENworks Disaster Recovery Reference](#).

## Customizing ZENworks Control Center

ZENworks Control Center provides a configuration file that you can use to customize how it functions. For example, you can change the default timeout from 30 minutes to another value.

For instructions, see “[Customizing ZENworks Control Center](#)” in the [ZENworks Control Center Reference](#).

## Supporting a Primary Server on VMware ESX

If you installed the Primary Server software on a virtual machine running on VMware ESX, complete the following tasks:

- ♦ “[Adjusting the Reserved Memory Size](#)” on page 52
- ♦ “[Enabling Large Page Support](#)” on page 52

## Adjusting the Reserved Memory Size

For optimal performance, set the reserved memory size to the size of the guest operating system memory. For more information, see TID 7005382 in [Novell Support Knowledgebase \(http://support.novell.com/search/kb\\_index.jsp\)](http://support.novell.com/search/kb_index.jsp).

## Enabling Large Page Support

For optimal performance of large dataset handling, you should enable Java large page support:

- 1 At the server's command prompt, run the following command to launch the Novell ZENworks Server Properties dialog box:

```
zenserverw
```

- 2 In the **Java** tab, add the following option to the Java Options box:

```
-XX:+UseLargePages
```

Ensure that you add the option on its own line.

- 3 Restart the Primary Server:

**3a** Click **Start > Settings > Control Panel > Administrative Tools > Services**.

**3b** Select **Novell ZENworks Server**, then click **Restart** in the left pane.

If the Primary Server fails to start, there is either a compatibility problem with the newly added option or the syntax is incorrect. To troubleshoot the service startup, run `zenserverw` and enable the logging options on the **Logging** tab:

- ♦ Set the log path. For example, `C:\`
- ♦ Set the Redirect `Stdout.log`. For example, `C:\stdout.log`
- ♦ Set the Redirect `Stderr.log`. For example, `C:\stderr.log`



# Linux Installation

The following section provides information and instructions to help you install the ZENworks Primary Server software on a Linux server:

- ♦ [Chapter 11, “Linux Installation Workflow,” on page 55](#)
- ♦ [Chapter 12, “Understanding What the ZENworks Installation Does,” on page 59](#)
- ♦ [Chapter 13, “Updating Linux Server Software,” on page 61](#)
- ♦ [Chapter 14, “Creating the SSL Certificate,” on page 63](#)
- ♦ [Chapter 15, “External ZENworks Database,” on page 67](#)
- ♦ [Chapter 16, “Installing a ZENworks Primary Server on Linux,” on page 71](#)
- ♦ [Chapter 17, “Completing Post-Installation Tasks,” on page 83](#)



# 11

## Linux Installation Workflow

The tasks you must complete to install your first ZENworks Primary Server are different from the tasks required for additional Primary Servers. The following sections provide the workflows for both processes:

- ♦ [“Installation Workflow for Your First Primary Server” on page 55](#)
- ♦ [“Installation Workflow for Additional Primary Servers” on page 57](#)

### Installation Workflow for Your First Primary Server

To install the first ZENworks Primary Server and create your ZENworks Management Zone, complete the tasks in the order listed below.

To add a Primary Server to an existing ZENworks Management Zone, see [“Installation Workflow for Additional Primary Servers” on page 57](#).

Task	Details
<input type="checkbox"/> Review what the ZENworks installation program does when installing the first Primary Server and Management Zone.	<p>When installing the first Primary Server, the installation program performs operations to install the Primary Server software, set up the ZENworks databases, and establish the Management Zone.</p> <p>For more information, see <a href="#">Chapter 12, “Understanding What the ZENworks Installation Does,” on page 59</a>.</p>
<input type="checkbox"/> Burn the ZENworks ISO image to a DVD to create an installation DVD.	<p>You cannot extract the ISO image and use it to install. The installation must be run from an installation DVD.</p>
<input type="checkbox"/> Update the software on the Linux server where you will install the ZENworks Primary Server.	<p>Ensure that the Linux server software is up to date and that any software, such as anti-virus software, that might interfere with the Primary Server installation is updated and configured correctly.</p> <p>For more information, see <a href="#">Chapter 13, “Updating Linux Server Software,” on page 61</a>.</p>

Task	Details
<input type="checkbox"/> (Optional) Create an external certificate for your Primary Server.	<p>ZENworks Primary Servers communicate with ZENworks managed devices using the HTTPS protocol. This secure communication requires that the ZENworks Management Zone have a defined Certificate Authority (CA) and that each Primary Server have its own server certificate issued by the zone's CA.</p> <p>ZENworks includes an internal ZENworks CA. If you use the internal ZENworks CA, it is created during installation of the first Primary Server, and each subsequent Primary Server you install is issued a certificate signed by the ZENworks CA.</p> <p>We recommend that you use the internal ZENworks CA unless your corporate security policies do not allow you to do so. The internal ZENworks CA lasts 10 years and simplifies use of various ZENworks features such as Remote Management.</p> <p>If you cannot use the internal ZENworks CA, you can use an external CA and provide external server certificates for each Primary Server you install.</p> <p>If you want to use external certificates, see <a href="#">Chapter 14, "Creating the SSL Certificate," on page 63</a>.</p>
<input type="checkbox"/> Install external database software to use for the ZENworks databases.	<p>ZENworks requires two databases, one for general data and another for audit data. For these databases, you can use the embedded PostgreSQL database software provided with ZENworks, or you can use supported external database software (see <a href="#">Chapter 2, "Database Requirements," on page 15</a>).</p> <p>If you want to use an external database, see <a href="#">Chapter 15, "External ZENworks Database," on page 67</a>.</p>
<input type="checkbox"/> Install the ZENworks Primary Server software on a supported Linux server.	For instructions, see <a href="#">"Installing the Primary Server Software" on page 71</a> .
<input type="checkbox"/> Verify that the Primary Server is running.	<p>There are specific checks you can perform to ensure that installation of the software was successful and that the Primary Server is running.</p> <p>For instructions, see <a href="#">"Verifying the Installation" on page 74</a>.</p>
<input type="checkbox"/> Activate the ZENworks products for which you are licensed or that you want to evaluate.	<p>All ZENworks products are installed. However, you need to provide the license keys the products that you have licensed. If desired, you can also activate unlicensed products for a 60-day evaluation period.</p> <p>For instructions, see <a href="#">"Licensing Products" on page 83</a>.</p>



Task	Details
<input type="checkbox"/> Back up the ZENworks Primary Server and other ZENworks components.	<p>You should back up the Primary Server at least one time and schedule regular back ups of the ZENworks databases.</p> <p>For instructions, see <a href="#">“Backing Up ZENworks Components” on page 84.</a></p>
<input type="checkbox"/> Review the post-installation tasks and complete any that apply to your Primary Server installation.	<p>There are several post-installation tasks that you might need to perform for your Primary Server. Review the list of tasks and complete any that apply.</p> <p>For instructions, see <a href="#">Chapter 17, “Completing Post-Installation Tasks,” on page 83.</a></p>

## Installation Workflow for Additional Primary Servers

To install a ZENworks Primary Server and add it to your existing ZENworks Management Zone, complete the tasks in the order listed below.

Task	Details
<input type="checkbox"/> Review what the ZENworks installation program does when adding a Primary Server to an existing Management Zone.	<p>When installing an additional Primary Server in a Management Zone, the installation program performs operations to install the Primary Server software, add the Primary Server to the existing Management Zone, install ZENworks Control Center, start the ZENworks services.</p> <p>For more information, see <a href="#">Chapter 12, “Understanding What the ZENworks Installation Does,” on page 59.</a></p>
<input type="checkbox"/> Burn the ZENworks ISO image to a DVD to create an installation DVD.	<p>You cannot extract the ISO image and use it to install. The installation must be run from an installation DVD.</p>
<input type="checkbox"/> Update the software on the Linux server where you will install the ZENworks Primary Server.	<p>Ensure that the Linux server software is up to date and that any software, such as anti-virus software, that might interfere with the Primary Server installation is updated and configured correctly.</p> <p>For more information, see <a href="#">Chapter 13, “Updating Linux Server Software,” on page 61.</a></p>
<input type="checkbox"/> (Optional) Create an external certificate for your Primary Server.	<p>If your ZENworks Management Zone is using the internal ZENworks Certificate Authority (CA), the new Primary Server is automatically issued a server certificate during installation.</p> <p>If your zone is using an external CA, you must provide the new Primary Server with a valid certificate issued from the external CA.</p> <p>For instructions about creating a certificate from an external CA, see <a href="#">Chapter 14, “Creating the SSL Certificate,” on page 63.</a></p>

Task	Details
<input type="checkbox"/> Install the ZENworks Primary Server software on a supported Linux server.	<p>Installation of an additional Primary Server is less complex than installation of the first Primary Server. The installation program only requires you to provide a target location for the software files, authentication information for the Management Zone (Primary Server address and Administrator login credentials), and files for the external certificate (if the zone is using an external CA).</p> <p>For instructions about running the installation program, see <a href="#">“Installing the Primary Server Software” on page 71</a>.</p>
<input type="checkbox"/> Verify that the Primary Server is running.	<p>There are specific checks you can perform to ensure that installation of the software was successful and that the Primary Server is running.</p> <p>For instructions, see <a href="#">“Verifying the Installation” on page 74</a>.</p>
<input type="checkbox"/> Back up the ZENworks Primary Server.	<p>You should back up the Primary Server at least one time.</p> <p>For instructions, see <a href="#">“Backing Up ZENworks Components” on page 84</a>.</p>
<input type="checkbox"/> Review the post-installation tasks and complete any that apply to your Primary Server installation.	<p>There are several post-installation tasks that you might need to perform for your Primary Server. Review the list of tasks and complete any that apply.</p> <p>For instructions, see <a href="#">Chapter 17, “Completing Post-Installation Tasks,” on page 83</a>.</p>

# 12 Understanding What the ZENworks Installation Does

The ZENworks installation program does the following during installation of your first Primary Server:

- ♦ Creates the Management Zone
- ♦ Creates a password that you supply for the default ZENworks Administrator account
- ♦ Establishes and populates the ZENworks database and Audit database

The ZENworks installation program does the following during installation of any Primary Server:

- ♦ Installs the ZENworks Agent so that the server can be managed
- ♦ Installs ZENworks Control Center, the web console used to manage your ZENworks System
- ♦ Installs the zman command line utility
- ♦ Installs and starts the ZENworks services



# 13 Updating Linux Server Software

Before installing ZENworks Primary Server software to a Linux server, ensure that you update the software on the server:

- ♦ [“All Linux Platforms” on page 61](#)

## All Linux Platforms

- ♦ ZENworks installation on a Linux server requires that certain RPM packages are already installed on the server. For more information on the RPM packages required on the Linux devices, see [Dependent Linux RPM Packages](#).
- ♦ Run Linux Update on the server to ensure that all available updates are installed. When finished, disable Linux Update to prevent failure of the Primary Server software installation due to parallel installation of updates.
- ♦ Update other software (for example, anti-virus) to prevent failure of the Primary Server software installation due to parallel installation of updates.
- ♦ If you are testing or reviewing ZENworks , we recommend that you deploy the product in a non-production environment.



# 14 Creating the SSL Certificate

ZENworks Primary Servers communicate with ZENworks managed devices using the HTTPS protocol. This secure communication requires that the ZENworks Management Zone have a defined Certificate Authority (CA) and that each Primary Server have its own server certificate issued by the zone's CA.

ZENworks includes an internal ZENworks CA. If you use the internal ZENworks CA, it is created during installation of the first Primary Server. Each subsequent Primary Server you install is issued a certificate signed by the ZENworks CA.

We recommend that you use the internal ZENworks CA unless your corporate security policies do not allow you to do so. The internal ZENworks CA lasts 10 years and simplifies use of various ZENworks features such as Remote Management. The certificate validity should be between 1 and 10 years. If you plan to use the server as an MDM server, then to ensure communication with iOS and Mac devices, the certificate validity should not exceed 2 years.

If you cannot use the internal ZENworks CA, you can use an external CA and provide external server certificates for each Primary Server you install. See the following sections for detailed instructions on using external certificates:

- ♦ [“Generating a Certificate Signing Request \(CSR\)” on page 63](#)
- ♦ [“Generating a Certificate by Using NetIQ ConsoleOne” on page 64](#)
- ♦ [“Generating a Certificate by Using NetIQ iManager” on page 64](#)

## Generating a Certificate Signing Request (CSR)

For each Linux server where you will install the ZENworks Primary Server software, you need to create an individual server certificate with the subject being the server's Fully Qualified Domain Name (FQDN).

- 1 Install OpenSSL.
- 2 To generate a private key that is needed to create a certificate signing request (CSR), enter the following command:

```
openssl genrsa -out zcm.pem 2048
```

- 3 To create a CSR that can be signed by the external Certificate Authority, enter the following command:

```
openssl req -new -key zcm.pem -out zcm.csr
```

When you are asked for “YOUR name,” enter the full DNS name assigned to the server where you are installing the Primary Server software domain names include *www.company.com*, *payment.company.com* and *contact.company.com*.

- 4 To convert the private key from PEM format to DER format, enter the following command:

```
openssl pkcs8 -topk8 -nocrypt -in zcm.pem -inform PEM -out zcmkey.der -outform DER
```

The private key must be in the PKCS8 DER format. You can use the OpenSSL command line tool to convert your keys to the proper format. This tool can be obtained as part of the Cygwin toolkit, or as part of your Linux distribution.

- 5 Use the CSR and generate a certificate by using Novell ConsoleOne, Novell iManager or a true external CA such as Verisign.
  - ♦ “Generating a Certificate by Using NetIQ ConsoleOne” on page 64
  - ♦ “Generating a Certificate by Using NetIQ iManager” on page 64

## Generating a Certificate by Using NetIQ ConsoleOne

- 1 Ensure that eDirectory is configured as the CA.
- 2 Issue the certificate for the Primary Server.
  - 2a Launch ConsoleOne.
  - 2b Log in to the eDirectory tree as an administrator with the appropriate rights.

For more information about the appropriate rights, see the [Entry Rights Needed to Perform Tasks \(https://www.netiq.com/documentation/crt33/crtadmin/data/a2zibyo.html\)](https://www.netiq.com/documentation/crt33/crtadmin/data/a2zibyo.html) section in the *NetIQ Certificate Server 3.3* documentation.
  - 2c From the **Tools** menu, click **Issue Certificate**.
  - 2d Browse for and select the `zcm.csr` file, then click **Next**.
  - 2e Complete the wizard by accepting the default values.
  - 2f Specify the certificate basic constraints, then click **Next**.
  - 2g Specify the validity period and the effective and expiration dates, then click **Next**.
  - 2h Click **Finish**.
  - 2i Choose to save the certificate in the DER-format, then specify a name for the certificate.
- 3 Export the Organizational CA's self-signed certificate.
  - 3a Log in to eDirectory from ConsoleOne.
  - 3b In the **Security** container, right-click the **CA**, then click **Properties**.
  - 3c In the **Certificates** tab, select the self-signed certificate.
  - 3d Click **Export**.
  - 3e When prompted to export the private key, click **No**.
  - 3f Export the certificate in DER format and choose the location where you want to save the certificate.
  - 3g Click **Finish**.

You should now have the three files that you need to install ZENworks using an external CA.

## Generating a Certificate by Using NetIQ iManager

- 1 Ensure that eDirectory is configured as the CA.
- 2 Issue the certificate for the Primary Server.
  - 2a Launch iManager.
  - 2b Log in to the eDirectory tree as an administrator with the appropriate rights.



For more information about the appropriate rights, see the [Entry Rights Needed to Perform Tasks \(https://www.netiq.com/documentation/crt33/crtadmin/data/a2zibyo.html\)](https://www.netiq.com/documentation/crt33/crtadmin/data/a2zibyo.html) section in the *NetIQ Certificate Server 3.3* documentation.

- 2c From the **Roles and Tasks** menu, click **Novell Certificate Server > Issue Certificate**.
- 2d Click **Browse** to browse for and select the CSR file, `zcm.csr`.
- 2e Click **Next**.
- 2f Accept the default values for the key type, the key usage, and the extended key usage, then click **Next**.
- 2g Accept the default certificate basic constraints, then click **Next**.
- 2h Specify the validity period, the effective and expiration dates then click **Next**. Depending upon your needs, change the default validity period (10 years).
- 2i Review the parameters sheet. If it is correct, click **Finish**. If it is incorrect, click **Back** until you reach the point where you need to make changes.

When you click **Finish**, a dialog box is displayed explains that a certificate has been created. This exports the certificate into the binary DER-format.
- 2j Download and save the issued certificate
- 3 Export the Organizational CA's self-signed certificate.
  - 3a Log in to eDirectory from iManager.
  - 3b From the **Roles and Tasks** menu, click **Novell Certificate Server > Configure Certificate Authority**.

This displays the property pages for the Organizational CA, which include a General page, a CRL Configuration page, a Certificates page, and other eDirectory-related pages.
  - 3c Click **Certificates**, then select **Self Signed Certificate**.
  - 3d Click **Export**.

This starts Certificate Export wizard.
  - 3e Deselect the **Export the Private Key** option, and choose the export format as **DER**.
  - 3f Click **Next**, then save the exported certificate.
  - 3g Click **Close**.

You should now have the three files that you need to install ZENworks using an external CA.



# 15 External ZENworks Database

ZENworks requires two databases, one for general data and another for audit data. For these databases, you can use the embedded PostgreSQL database software provided with ZENworks, or you can use a supported external database software (see [Database Requirements](#)).

If you want to use the embedded database, skip the remainder of this section. You will install the embedded database during the installation of the ZENworks Primary Server software (see [Installing the Primary Server Software](#)).

- ♦ “Prerequisites for External Databases” on page 67

## Prerequisites for External Databases

Review the applicable sections:

- ♦ “Prerequisites for PostgreSQL” on page 67
- ♦ “Prerequisites for Microsoft SQL Server” on page 67
- ♦ “Prerequisites for Oracle” on page 68

## Prerequisites for PostgreSQL

Before installing and configuring the PostgreSQL database for ZENworks, ensure that the following prerequisites are met:

- ♦ Install and set up the PostgreSQL database so that it can be updated during ZENworks installation.

For more information, see [Installing PostgreSQL](#) and [Preparing the External PostgreSQL Database](#).

- ♦ During ZENworks installation, you must specify a database user. Ensure that the database user has read/write permissions to create and modify the tables on the database server.

---

**NOTE:** For this database, Novell Support provides problem determination, provision of compatibility information, installation assistance, usage support, ongoing maintenance, and basic troubleshooting. For additional support, including extended troubleshooting and error resolution, see the [PostgreSQL Support web site \(https://www.postgresql.org/support/\)](https://www.postgresql.org/support/).

---

## Prerequisites for Microsoft SQL Server

To use the Microsoft SQL Server database for ZENworks, ensure that the Microsoft SQL Server software is installed on the database server so that the ZENworks installation program can create the new Microsoft SQL database. For instructions on installing the Microsoft SQL Server software, refer to the Microsoft documentation.

For MS SQL, set the READ\_COMMITTED\_SNAPSHOT setting to ON so that it allows read access to information in the database while data is being written or modified.

To set the READ\_COMMITTED\_SNAPSHOT setting to ON, execute the following command at the database server prompt:

```
ALTER DATABASE database_name SET READ_COMMITTED_SNAPSHOT ON;
```

## Prerequisites for Oracle

During the installation of the ZENworks database on Oracle, you can choose to create a new user schema or specify an existing one that resides on a server in your network.

- ♦ **Create a new user schema:** If you choose to create a new user schema, ensure that the following requirements are met:
  - ♦ You must be aware of the database administrator credentials.
  - ♦ A tablespace is needed for the Oracle access user. A tablespace is a storage location where the actual data underlying database objects can be kept. It provides a layer of abstraction between physical and logical data, and serves to allocate storage for all DBMS managed segments. (A database segment is a database object which occupies physical space such as table data and indexes.) Once created, a tablespace can be referred to by name when creating database segments.
  - ♦ The tablespace can be created by ZENworks or can be created by the Database Administrator.
  - ♦ The tablespace has sufficient space to create and store the ZENworks database schema. The tablespace requires a minimum of 10 GB to create ZENworks database schema.
- ♦ **Use an existing user schema:** You can install to an existing Oracle user schema that resides on a server in your network in the following scenarios:
  - ♦ The database administrator creates a user schema with the necessary rights and you receive the credentials for that user schema from the database administrator. In this case, the database administrator credentials are not required to install to an existing Oracle user schema.
  - ♦ You create a user schema in the Oracle database and choose to use it during ZENworks installation.

If you choose to use an existing user schema, ensure that the following requirements are met:

- ♦ Ensure that the tablespace has sufficient space to create and store the ZENworks database schema. The tablespace requires a minimum of 10 GB to create ZENworks database schema.
  - ♦ Ensure that the quota for the user schema is set to Unlimited on the tablespace that you plan to configure during the installation.
- ♦ **Rights to create the database:** Ensure that the user schema has the following rights to create the database:

```
CREATE SESSION
CREATE_TABLE
CREATE_VIEW
CREATE_PROCEDURE
CREATE_SEQUENCE
CREATE_TRIGGER
ALTER ANY TABLE
DROP ANY TABLE
LOCK ANY TABLE
SELECT ANY TABLE
```

CREATE ANY TABLE  
CREATE ANY TRIGGER  
CREATE ANY INDEX  
CREATE ANY DIMENSION  
CREATE ANY EVALUATION CONTEXT  
CREATE ANY INDEXTYPE  
CREATE ANY LIBRARY  
CREATE ANY MATERIALIZED VIEW  
CREATE ANY OPERATOR  
CREATE ANY PROCEDURE  
CREATE ANY RULE  
CREATE ANY RULE SET  
CREATE ANY SYNONYM  
CREATE ANY TYPE  
CREATE ANY VIEW  
DBMS\_DDL  
DBMS\_REDEFINITION

---

**IMPORTANT:** For Oracle databases, performance can be affected by whether you configure your database to use shared server or dedicated server processes. Each ZENworks Primary Server is configured with a database connection pool whose size fluctuates with the ZENworks system load. This pool can grow at peak loads to a maximum of 100 concurrent database connections per Primary Server. If your Oracle database is configured to use dedicated server processes, it is possible that your database server resource usage can reach undesirable levels that affect performance when there are multiple Primary Servers in your zone. If you encounter this problem, consider changing your ZENworks database to use shared server processes.

---

## Prerequisites for Oracle RAC

- ♦ Oracle database and Real Application Clusters (RAC) version must be 11.2.0.4 or above.
- ♦ Tablespaces must be created by your database administrator manually (do not use ZENworks to create the tablespaces).
- ♦ Shut down ZENworks services on all Primary Servers and Reporting Server before upgrading ZENworks.



# 16 Installing a ZENworks Primary Server on Linux

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

- ♦ [“Installing the Primary Server Software” on page 71](#)
- ♦ [“Performing an Unattended Installation” on page 72](#)
- ♦ [“Verifying the Installation” on page 74](#)
- ♦ [“Installation Information” on page 75](#)

## Installing the Primary Server Software

- ♦ [“Using the Graphical User Interface \(GUI\) Installation Program to Install the Primary Server Software” on page 71](#)
- ♦ [“Using the Command Line Interface \(CLI\) Installation Program to Install the Primary Server Software” on page 71](#)

### Using the Graphical User Interface (GUI) Installation Program to Install the Primary Server Software

- 1 Log in to the installation server as a Linux administrator.
- 2 Insert the Novell ZENworks installation DVD.
- 3 Mount the DVD, then run `sh /media/cdrom/setup.sh`.

Using the `sh` command resolves rights issues.

When installing ZENworks, Strawberry Perl is installed in the root directory to meet the Perl runtime requirement for the `ppkg_to_xml` tool that should run on both Windows and Linux. This tool is required to read the RPM package files to extract the package metadata and to create Linux bundles or Dependency bundles with these packages.

- 4 During installation, refer to the information in [“Installation Information” on page 75](#) for details on the installation data that you need to know.

---

**NOTE:** Part of completing the installation process is for the database to be updated and for the Product Recognition Update (PRU) to be downloaded and installed, both of which cause high CPU utilization during their processes. This can cause the services to start up slowly, which can also affect how long it takes for ZENworks Control Center to open.

---

### Using the Command Line Interface (CLI) Installation Program to Install the Primary Server Software

- 1 Log in to the installation server as a Linux administrator.
- 2 Insert the Novell ZENworks installation DVD.

This cannot be in `/root` or any directory under it.

- 3 Mount the DVD to a directory where all (including “others”) have read and execute access. Either mount the DVD or copy the DVD’s files.

If you copy the DVD’s files, ensure that all (including “others”) continue to have read and execute access to the destination directories.

- 4 To start the installation, run the following command:

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

---

**IMPORTANT:** When you use the `-e` option to execute a Linux CLI installation, the next, back, and quit keywords cannot be used as input, because the configuration framework interprets these keywords as commands.

---

- 5 During installation, refer to the information in [“Installation Information” on page 75](#) for details on the installation data that you need to know.

## Performing an Unattended Installation

You can use a response file to perform an unattended installation of ZENworks . You can either edit the default response file (provided at `DVD_drive:\Disk1\InstData\silentinstall.properties`), or perform an installation to create your own version of the response file that contains the basic installation information and edit that copy as needed.

For an embedded PostgreSQL database, you must create a response file to perform an unattended installation; you cannot reuse the response file generated for a server that uses an external database.

Do the following to create the response file, and then use it to perform an unattended installation:

- ♦ [“Creating Your Response File” on page 72](#)
- ♦ [“Performing the Installation” on page 74](#)

## Creating Your Response File

- 1 Run the ZENworks installation executable on a server by using one of the following methods:

- ♦ **Linux GUI:** `sh /media/cdrom/setup.sh -s`

Using the `sh` command resolves rights issues.

- ♦ **Linux command line:** `sh /media/cdrom/setup.sh -e -s`

For more information on the installation arguments, see [“Installation Executable Arguments” on page 89](#).

- 2 When prompted, provide a path for your custom response file.

When you use the `-s` argument by itself, the installation program prompts you for a path for the response file. The default file name is `silentinstall.properties`, which you can rename later (see [Step 3f](#)).

- 3 Add the Management Zone and external database passwords to your custom response file.

Because the external database password that you enter during creation of the custom response file is not saved in the response file, you must add the database and the Management Zone passwords in each copy of the response file in order for it to be correctly provided during an unattended installation.



Optionally, you can create an environment variable to pass the password into the unattended installation. Instructions for this are contained in the response file where the password information is stored.

While you are editing the response file, you can make any other changes necessary to customize it for your unattended installation. The response file contains instructions for its various sections.

To add the external database and Management Zone passwords into the response file:

**3a** Open the response file in a text editor.

Your custom response file is in the location that you specified in [Step 2](#).

If you are editing the default response file, it is located at  
`DVD_drive:\Disk1\InstData\silentinstall.properties.`

**3b** Search for `ADMINISTRATOR_PASSWORD=`.

**3c** Replace `$lax.nl.env.ADMIN_PASSWORD$` with the actual password.

For example, if the password is `novell`, the entry will be

```
ADMINISTRATOR_PASSWORD=novell
```

**3d** (Conditional) If you are using an external database, search for the line  
`DATABASE_ADMIN_PASSWORD=`, and replace `$lax.nl.env.ADMIN_PASSWORD$` with the actual password.

**3e** (Conditional) If you are using an external database, search for the line  
`DATABASE_ACCESS_PASSWORD=`, and replace `$lax.nl.env.ADMIN_PASSWORD$` with the actual password.

**3f** If you want to add another Primary Server to the existing Management Zone, you must provide the following information in the response file:

```
PRIMARY_SERVER_ADDRESS=$Primary_Server_IPaddress$  
  
PRIMARY_SERVER_PORT=$Primary_Server_port$  
  
PRIMARY_SERVER_CERT=-----BEGIN CERTIFICATE-----  
MIID9DCCLotsOfEncryptedCharactersSja+bY05Y=-----END CERTIFICATE-----
```

where

`PRIMARY_SERVER_ADDRESS` is the IP address or DNS name of the parent Primary Server if the secondary server is being installed to an existing Management Zone.

`PRIMARY_SERVER_PORT` is the SSL port used by the parent Primary Server if the secondary server is being installed to an existing Management Zone. The default port is 443.

`PRIMARY_SERVER_CERT=` is the certificate you specified on the parent Primary Server if the secondary server is being installed to an existing Management Zone. The certificate must be in the base64 encoded string format of an x509 certificate, and the certificate string must be specified in one line. This is just an example of the certificate information.

**3g** Save the file and exit the editor.

**4** After you have completed modifications to your custom response file, copy it from the path that you specified in [Step 2](#) to a location on each server where you will use it for the unattended installation.

**5** To use the updated response file, continue with [“Performing the Installation” on page 74](#).

## Performing the Installation

- 1 On the installation server where you will perform an unattended installation, insert the *Novell ZENworks* installation DVD and mount it.
- 2 To start the unattended installation, run the following command:

- ♦ `sh /media/cdrom/setup.sh -s -f path_to_file.`

where *path\_to\_file* is either the full path to the response file that you created in “[Creating Your Response File](#)” on page 72, or a directory containing the `silentinstall.properties` file (it must use that file name).

Using the `sh` command resolves rights issues.

If you renamed the updated response file, include its new name with the path.

If a file name is not given, or if either the path or file does not exist, the `-f` parameter is ignored and the default installation (GUI or command line) is run instead of an unattended installation.

- 3 To create another Primary Server for the Management Zone by performing an unattended installation, return to [Step 1](#); otherwise, continue with [Step 4](#).
- 4 After the installation has completed, continue with “[Verifying the Installation](#)” on page 74.

## Verifying the Installation

Perform the following steps if you want to verify a successful installation.

- 1 After the installation has completed and the server has been rebooted, do any of the following to verify that ZENworks is running:

- ♦ **Run ZENworks Control Center**

If ZENworks Control Center did not automatically start, use the following URL to open it in a web browser:

`https://DNS_name_or_IP_address_of_Primary_Server/zenworks`

---

**NOTE:** If the Primary Server is not using the default HTTPS port, you must add the port to the URL: `https://DNS_name_or_IP_address_of_Primary_Server:port_number/zenworks`

---

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

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

On the server, run the following command:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c SystemStatus
```

This lists all ZENworks services and their statuses.

To start the services, run the following command:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

- ♦ **Check the Linux services by using the specific services' commands**

On the server, run the following commands:

```
/etc/init.d/novell-zenserver status
```

```
/etc/init.d/novell-zenloader status
```

If the services are not running, run the following commands to start the ZENworks services:

```
/etc/init.d/novell-zenserver start  
/etc/init.d/novell-zenloader start
```

## Installation Information

Installation Information	Explanation
Installation path	<p>Several fixed installation paths are used:</p> <pre>/opt/novell/zenworks/ /etc/opt/novell/zenworks /var/opt/novell/zenworks /var/opt/novell/log/zenworks/</pre> <p>If you are concerned about disk space on the Linux server, the <code>/var/opt</code> directory is where the database and content repository reside.</p>
Response file path (optional)	<p>If you started the installation executable with the <code>-s</code> parameter, you are required to provide a path for the file. The default path is <code>/root</code>, which you can change to any path available on the current server.</p> <p>The Primary Server software is not installed when you run the program to create a response file. It only displays the installation pages necessary to identify and create the response file.</p>
Prerequisites	<p>If the required prerequisites are not installed, you are not allowed to continue with the installation. The requirements that are not fulfilled are displayed (GUI) or listed (command line). For more information, see <a href="#">"Prerequisites for PostgreSQL" on page 67</a>.</p> <p>If the .NET prerequisite is not fulfilled, you can click the <b>ZENworks</b> link in the description to install the runtime version that is bundled with ZENworks. After .NET is installed, the installation of ZENworks proceeds. This wizard might take a few seconds to launch.</p>

Installation Information	Explanation
Management Zone	<p><b>New Zone:</b> If you are installing to the first server in the zone, you need to know the name and password you want to use for the Management Zone. The password is used to log in to ZENworks Control Center.</p> <p><b>Zone Name:</b> The zone name has a 20-character limit and should be a unique name. The zone name can contain only the following special characters: - (dash) _ (underscore) . (period). The zone name cannot contain special characters such as ~ . ` ! @ # % ^ &amp; * + = ( ) { } [ ]   \ ; : " ' &lt; &gt; , ? / \$</p> <p>For Embedded PostgreSQL, ensure that the zone name is unique in your environment.</p> <p><b>IMPORTANT:</b> While installing ZENworks in a non-English language operating system, ensure that the Management Zone name does not use special characters from any other non-English language. For example, while installing ZENworks on a simplified Chinese operating system, ensure that the Zone name does not use "üöä" from the German Character Set.</p> <p><b>Zone Password:</b> By default, the login user name is <code>Administrator</code>. After completing the installation, you can use ZENworks Control Center to add other administrator names that can be used to log in to the Management Zone. The zone administrator password must contain at least six characters and is limited to a maximum of 255 characters. The password can contain only one instance of the \$ character.</p> <p><b>Port Number:</b> During the installation of subsequent Primary Servers, the server by default uses the ports used by first Primary Server. If the ports are in use on the second Primary Server, you are asked to specify another port. Note which port you specify because you will need to use it in the URL for accessing ZENworks Control Center from that Primary Server.</p> <p><b>Existing Zone:</b> If you are installing to an existing Management Zone, you need to know the following information:</p> <ul style="list-style-type: none"> <li>♦ The DNS name or IP address of an existing Primary Server in the zone. We recommend using the DNS name to provide ongoing synchronization with certificates that are signed with DNS names.</li> <li>♦ The SSL port used by the existing Primary Server in the Management Zone. If the Primary Server uses a different port than the default (443), specify that port.</li> <li>♦ A ZENworks administrator user name to log in to the zone. The default is <code>Administrator</code>. After completing the installation, you can use ZENworks Control Center to add other administrator names that can be used to log in to the Management Zone.</li> <li>♦ The password for the administrator you specified in the <b>Username</b> field.</li> </ul>
Database Configuration Recommendation	<p>You can enter the number of devices used in thousands. For example enter 1 for 1000 devices, 2 for 2000, and so on. The range of devices is between 1 to 100. Based on the number of devices, the database recommendation is displayed.</p>

Installation Information	Explanation
Database options	<p>ZENworks requires a database. The database options are displayed only when installing the first Primary Server to the zone.</p> <p>You have the following database options:</p> <ul style="list-style-type: none"> <li>♦ <b>Embedded PostgreSQL SQL Anywhere:</b> Automatically installs the embedded database on the local server. <p>If you select the embedded database option, no further database installation pages are shown.</p> </li> <li>♦ <b>Remote PostgreSQL:</b> This database must already exist on a server in your network. It can be on the current server. <p>To select this option, you should already have followed the steps in <a href="#">“Prerequisites for PostgreSQL” on page 67</a>.</p> <p>You also use this option for installing to an existing remote PostgreSQL database.</p> </li> <li>♦ <b>Microsoft SQL Server:</b> You can create a new SQL database or specify an existing database that resides on a server in your network. It can be on the current server. <p>Creating a new SQL database at this time provides the same results as the steps in <a href="#">“Prerequisites for Microsoft SQL Server” on page 67</a>.</p> </li> <li>♦ <b>Oracle:</b> Specifies a user schema that you can use to set up an external Oracle database schema for use with ZENworks. <p>You can either create a new user schema or specify an existing one that resides on a server in your network.</p> <p>To select this option, you should already have followed the steps in <a href="#">“Prerequisites for Oracle” on page 68</a>.</p> </li> </ul> <p><b>IMPORTANT:</b> The following points must be considered for external databases:</p> <ul style="list-style-type: none"> <li>♦ The time on the server hosting the database must be synchronized with each of the Primary Servers in the Management Zone. The external database can also reside on the Primary Server machine.</li> <li>♦ If you have specified the database hostname, it must be DNS resolvable.</li> </ul>

Installation Information	Explanation
Database information	<p>For the external database options (<b>Remote PostgreSQL</b>, <b>Microsoft SQL Server</b>, and <b>Oracle</b>), you need to know the information listed below. Defaults are provided for some of this information, which can be changed as necessary.</p> <ul style="list-style-type: none"> <li>♦ <b>All Databases:</b> The database server must have a PostgreSQL, Microsoft SQL, or Oracle database installed. <ul style="list-style-type: none"> <li>♦ Server's name. We recommend that you identify the server by its DNS name rather than its IP address, to be in sync with certificates that are signed with DNS names. <p><b>IMPORTANT:</b> If you later change your database server's IP address or DNS name, ensure that your corporate DNS server is updated with this change to keep DNS for the database server in sync.</p> </li> <li>♦ Port used by the database server. <p>Port 54327 is the default for PostgreSQL and port 54327 is the default for Microsoft SQL Server.</p> <p>Change the default port number if you have a conflict.</p> </li> </ul> </li> <li>♦ <b>(Optional) SQL Server Only:</b> Named instance that is the name of the SQL server instance that is hosting the existing ZENworks database. You must specify the named instance if you want it to be something other than the default of <code>mssqlserver</code>.</li> <li>♦ <b>Oracle Only:</b> The name of the tablespace where you want the database to be created. The default is <code>USERS</code>.</li> <li>♦ <b>New Database:</b> <ul style="list-style-type: none"> <li>♦ The database administrator (<b>Username</b> field) must have read/write permissions in order to successfully perform the required operations on the database.</li> <li>♦ The administrator's database password.</li> </ul> </li> <li>♦ <b>SQL Server or New Database:</b> <ul style="list-style-type: none"> <li>♦ If you are using Windows authentication, specify the Windows domain where the user you specified in the <b>Username</b> field exists. If you are not using a Windows domain, specify the server's short name.</li> <li>♦ Whether to use Windows or SQL Server authentication. For Windows authentication, provide the credentials for a user on the current device or in the domain. For SQL authentication, provide credentials that match those of a valid SQL user.</li> </ul> <p>It is important to know whether you installed the SQL Server by using SQL authentication, Windows authentication, or mixed. Be sure to select the option that coincides with your SQL Server options; otherwise, the authentication will fail.</p> </li> </ul>

Installation Information	Explanation
Database access	<p>For the external database options (<a href="#">Remote PostgreSQL</a>, <a href="#">Microsoft SQL Server</a>, and <a href="#">Oracle</a>), you need to know the information listed below. Defaults are provided for some of this information, which can be changed as necessary.</p> <ul style="list-style-type: none"> <li>♦ <b>All Databases:</b> This server must have a PostgreSQL, Microsoft SQL, or Oracle database installed. <ul style="list-style-type: none"> <li>♦ Database name. Replace <code>zenworks_MY_ZONE</code> with either the desired database name or an existing database name.</li> <li>♦ Database user name. This user must have read/write permissions to modify the database. <p>If Windows authentication is also selected, the specified user must already exist when you create a new SQL database. The user is granted login access to SQL Server and read/write access to the ZENworks database that is created.</p> <p>For an existing database, specify a user with sufficient permissions to the database.</p> </li> <li>♦ Database password. For a new database, this password is automatically generated if SQL authentication is selected. For an existing database, specify the password of an existing user with read/write permissions to the database.</li> </ul> </li> <li>♦ <b>PostgreSQL Databases Only:</b> The name of your PostgreSQL database server.</li> <li>♦ <b>Oracle Databases Only:</b> The name of the tablespace where you want the database to be created. By default, it is USERS.</li> <li>♦ <b>Microsoft SQL Databases Only:</b> <ul style="list-style-type: none"> <li>♦ If you are using Windows authentication, specify the Windows domain where the user you specified in the <code>Username</code> field exists. If you are not using a Windows domain, specify the server's short name.</li> <li>♦ Whether to use Windows or SQL Server authentication. For Windows authentication, provide the credentials for a user on the current device or in the domain. For SQL authentication, provide credentials that match those of a valid SQL user.</li> </ul> <p>It is important to know whether you installed the SQL Server by using SQL authentication, Windows authentication, or mixed. Be sure to select the option that coincides with your SQL Server options; otherwise, the authentication will fail.</p> </li> </ul>
SSL configuration (shown only for the first server installed in the Management Zone)	<p>In order to enable SSL communications, an SSL certificate must be added to the ZENworks server. Select whether to use an internal or external certificate authority (CA).</p> <p>For subsequent installations of Primary Servers to the Management Zone, the CA established by the first server's installation is used for the zone.</p> <p><b>IMPORTANT:</b> After you install ZENworks , you can only change the internal certificate to an external certificate on Primary Servers. For more information, see <a href="#">“Reconfiguring the Certificate Authority before and after it Expires”</a> in the <a href="#">ZENworks Disaster Recovery Reference</a>.</p> <p>The <b>Restore Default</b> buttons restore the paths to those that were displayed when you first accessed this page.</p>

Installation Information	Explanation
Signed SSL certificate and private key	<p>To enter a trusted CA-signed certificate and private key, click <b>Choose</b> to browse for and select the certificate and key files, or specify paths to the signed certificate to be used for this server (<b>Signed SSL Certificate</b>) and the private key associated with the signed certificate (<b>Private Key</b>).</p> <p>For subsequent installations of Primary Servers to the zone, the CA established for the zone by the first server's installation is used. If the zone is using an internal CA, you must provide the IP address or DNS name of the Primary Server with CA role. Otherwise, the wizard will not proceed further.</p> <p>For information on creating external certificates to select when installing to a Linux server, see <a href="#">Section 15, "External ZENworks Database," on page 67</a>.</p> <p>For information on creating external certificates for installing to a server using a silent installation, see <a href="#">"Creating Your Response File" on page 72</a>.</p>
Root certificate (optional)	To enter a trusted CA root certificate, click <b>Choose</b> to browse for and select it, or specify the path to the CA's public X.509 certificate ( <b>CA Root Certificate</b> ).
SSL Configuration	The certificate validity should be between 1 and 10 years. If you plan to use the server as an MDM server, then to ensure communication with iOS and Mac devices, the certificate validity should not exceed 2 years.
Pre-installation summary	<p><b>GUI Installation:</b> To make changes to any information entered up to this point, click <b>Previous</b>. After you click <b>Install</b>, the installation of the files begins. During installation, you can click <b>Cancel</b> to stop, which leaves the files on your server that were installed up to that point.</p> <p><b>Command Line Installation:</b> If you want to make changes to any information entered up to this point, you can type <code>back</code> and press Enter as many times as necessary. As you progress forward through the commands again, press Enter to accept the decisions that you previously made.</p>
Installation complete (roll back option)	<p>If installation errors occurred, this page is displayed at this time; otherwise, it is displayed after the Post-Installation Actions page.</p> <p><b>Installation Recovery:</b> For both the GUI and command line installations, if there are serious installation errors, you can roll back the installation to return your server to its previous state. This option is provided on a different installation page. Otherwise, you have two options:</p> <ul style="list-style-type: none"> <li>♦ If a previous installation was cut short and you install again, you might be given the option to reset the installation, depending on how far you got in the canceled installation. If you select to reset, this overwrites any configuration that might have occurred during the canceled installation.</li> <li>♦ To undo a successfully completed installation, follow the instructions in the <a href="#">ZENworks Uninstall Guide</a>.</li> </ul> <p>If there were serious installation errors, select <b>Roll Back</b>, which returns your server to its previous state. Upon exiting the installation program, the server is not rebooted. However, to complete the installation, you must reboot the server.</p> <p>To determine whether to continue the installation or roll it back, review the log file that lists the errors to determine if any installation failures were significant enough for your action. If you select to continue, resolve the issues that are noted in the log after you have rebooted the server and completed the installation process.</p> <p>To access the log file in the GUI installation, click <b>View Log</b>. In the command line installation, the path to the log file is displayed.</p>



Installation Information	Explanation
Post installation actions	<p>Options are presented for selecting actions to perform after the installation has successfully completed:</p> <ul style="list-style-type: none"> <li>♦ For the GUI installation, a page displays the options listed below. Some items are selected by default. Click any check box to select or deselect the option, then click <b>Next</b> to continue.</li> <li>♦ For a command line installation, the options are listed with option numbers. Select or deselect an option by typing its number to toggle its selection status. After configuring the selections, press Enter without typing a number to continue.</li> </ul> <p>Select from the following possible actions:</p> <ul style="list-style-type: none"> <li>♦ <b>Run ZENworks Control Center:</b> Opens ZENworks Control Center immediately if you select to reboot manually or you installed to a Linux server. For a Linux installation without a GUI, a GUI-enabled device must be used to run ZENworks Control Center.</li> </ul> <p>For the Oracle database, the administrator names are case sensitive. The default ZENworks administrator account that was automatically created during installation uses an initial capital letter. In order to log in to ZENworks Control Center, you must enter <code>Administrator</code>.</p> <ul style="list-style-type: none"> <li>♦ <b>View Readme file:</b> For GUI installations, it opens the ZENworks Readme in your default browser. For a Linux command line installation, the URL to the Readme is listed.</li> <li>♦ <b>View Installation log:</b> Displays the installation log in your default XML viewer (GUI installation) after rebooting, or immediately if you select to reboot manually. For a Linux command line installation, the information is simply listed.</li> </ul>
ZENworks System Status Utility	<p>Allows you to launch a ZENworks services heartbeat check prior to closing the installation program. Results are posted in the installation log.</p>
Rebooting (or not)	<p>Upon a successful installation, you can select between rebooting immediately or later:</p> <ul style="list-style-type: none"> <li>♦ <b>Yes, Restart the System:</b> If you select this option, log in to the server when prompted. The first time you log in to the server, it takes a few minutes because the database is being populated with inventory data.</li> <li>♦ <b>No, I Will Restart the System Myself:</b> If you select this option, the database is immediately populated with inventory data.</li> </ul> <p><b>NOTE:</b> This option is displayed only for Windows devices.</p> <p>The process of populating the database can cause high CPU utilization during a reboot or immediately after the installation program closes if you select not to reboot. This database updating process can slow down the starting of the services and access to ZENworks Control Center.</p> <p>The Patch Management downloads might also cause high CPU utilization, usually shortly after rebooting.</p>

Installation Information	Explanation
Installation completion	<p>The actions you selected previously are performed after all of the files have been installed for ZENworks (if selected).</p> <p><b>IMPORTANT:</b> If you installed to a Linux server using the command line, and if you plan to run any zman commands in the current session, you need to get the newly installed <code>/opt/novell/zenworks/bin</code> directory into your session's path. Log out of your session and log back in to reset the PATH variable.</p>

# 17 Completing Post-Installation Tasks

After successfully installing the ZENworks Primary Server software, you might need to perform some of the following post-installation tasks. Not all tasks are required for all installations. However, we recommend that you review each section to ensure that you complete any tasks required for your installation.

- ♦ [“Licensing Products” on page 83](#)
- ♦ [“Adding Imaging Applications as Firewall Exceptions” on page 84](#)
- ♦ [“Supporting ZENworks 11.x Device Upgrades” on page 84](#)
- ♦ [“Backing Up ZENworks Components” on page 84](#)
- ♦ [“Customizing ZENworks Control Center” on page 85](#)
- ♦ [“Tasks for VMware ESX” on page 85](#)

## Licensing Products

During the installation of your first ZENworks Primary Server and the creation of your Management Zone, the ZENworks installation program installs the following products and sets their license state as listed in the table.

Product	License State
Asset Inventory for Linux	Evaluation
Asset Inventory for Windows/Macintosh	Deactivated
Asset Management	Evaluation
Configuration Management	Evaluation
Endpoint Security Management	Deactivated
Full Disk Encryption	Deactivated
Patch Management	Activated

You activate a product by supplying a valid product license. If you do not have a valid license, you can evaluate the product for 60 days.

To change the license state of a product:

- 1 Log in to ZENworks Control Center.
- 2 Click **Configuration**.
- 3 In the **Licenses** panel, click a suite if you have a suite license key.  
or  
Click a product to provide a product license key or to turn on the product evaluation.

For more information, see the [ZENworks Product Licensing Reference](#).

# Adding Imaging Applications as Firewall Exceptions

The ZENworks installation program cannot add exceptions to a Linux server firewall. Therefore, you must manually complete this task under the following conditions:

- ♦ The Primary Server will be an Imaging Server.
- ♦ The Primary Server will be the parent Primary Server of an Imaging Satellite Server.

If you turn on the firewall on the Primary Server, you must configure the server to allow the following ZENworks Configuration Management Imaging applications through the firewall by adding them to the Firewall Exceptions list:

- ♦ `novell-pbserv.exe`
- ♦ `novell-proxydhcp.exe`
- ♦ `novell-tftp.exe`
- ♦ `novell-zmgprebootpolicy.exe`

---

## NOTE

After installing the server on Linux device, `/opt/novell/zenworks/bin` is not added to the PATH variable; therefore, the commands in that directory cannot be used directly. Do any of the following on the Linux device to run the commands from `/opt/novell/zenworks/bin`:

- ♦ Log in to the device again.
- ♦ Specify the complete path to access the command.

For example: `/opt/novell/zenworks/bin/zac`

---

## Supporting ZENworks 11.x Device Upgrades

If you have ZENworks 11.x managed devices or Satellite Servers in your network and want to register the devices to a new ZENworks Management Zone so that they can be automatically upgraded to ZENworks, you must import the ZENworks System Update into the zone from the ZENworks installation media.

## Backing Up ZENworks Components

We recommend that you implement the following backup best practices:

- ♦ Take a reliable backup of the ZENworks database and Audit database on a regular basis. For more information on how to back up the ZENworks database, see the [ZENworks Database Management Reference](#).
- ♦ Procure and note down the credentials of the database.
  - ♦ For an internal database, use the following commands:

```
zman dgc -U administrator_name -P administrator_password
```
  - ♦ For the embedded PostgreSQL audit database, use the following commands:

```
zman dgca -U admimistrato_r_name -P administrator_password
```
  - ♦ For an external database, contact the database administrator.

- ♦ Take a reliable backup of the ZENworks Server (this only needs to be done one time). For instructions, see “[Backing Up a ZENworks Server](#)” in the *ZENworks Disaster Recovery Reference*.
- ♦ Take a reliable backup of the Certificate Authority. For instructions, see “[Backing Up the Certificate Authority](#)” in the *ZENworks Disaster Recovery Reference*.

## Customizing ZENworks Control Center

ZENworks Control Center provides a configuration file that you can use to customize how it functions. For example, you can change the default timeout from 30 minutes to another value.

For instructions, see “[Customizing ZENworks Control Center](#)” in the *ZENworks Control Center Reference*.

## Tasks for VMware ESX

- ♦ For optimal performance of the Primary Servers running on VMware ESX, set the reserved memory size to the size of the guest operating system memory. For more information, see TID 7005382 in [Novell Support Knowledgebase](http://support.novell.com/search/kb_index.jsp) ([http://support.novell.com/search/kb\\_index.jsp](http://support.novell.com/search/kb_index.jsp)).
- ♦ In addition, if the ZENworks guest operating system supports VMware ESX, enable additional Java commands to set large pages, as follows:

```
-XX:+UseLargePages
```

For more information on memory reservation and large memory pages, refer to the *Enterprise Java Applications on VMware Best Practices Guide*.

- ♦ Finally, you need to perform the following tasks:

1 Create a backup, then open `/etc/init.d/novell-zenserver`.

2 In the CATALINA\_OPTS string, add the appropriate options, separated by spaces, before the `-XX:PermSize` option.

CATALINA\_OPTS is used to configure the Tomcat container options. For more information on Tomcat, see the Tomcat online documentation.

3 To start the ZENworks Server services, run the following command:

```
/etc/init.d/novell-zenserver start
```

4 To stop the ZENworks Server services, run the following command:

```
/etc/init.d/novell-zenserver stop
```

---

**NOTE:** If the ZENworks Server fails to start, there is a compatibility problem with the newly added option, or the syntax is incorrect. To troubleshoot the service startup, run the following command:

```
/etc/init.d/novell-zenserver debug
```

The following log file is displayed:

```
/opt/novell/zenworks/share/tomcat/logs/catalina.out
```

---



# IV Appendixes

The following section provide information related to installing the ZENworks Primary Server software:

- ♦ [Appendix A, “Installation Executable Arguments,” on page 89](#)
- ♦ [Appendix B, “Dependent Linux RPM Packages,” on page 91](#)
- ♦ [Appendix C, “Oracle Enterprise with Partitioning,” on page 95](#)
- ♦ [Appendix D, “Keywords Not to Be Used in Database Creation,” on page 97](#)
- ♦ [Appendix E, “Installation Troubleshooting,” on page 99](#)





# A

## Installation Executable Arguments

To install Novell ZENworks , the following arguments can be used with the `setup.exe` and `setup.sh` executable files that are located at the root of the installation DVD. You can run these files from a command line.

You should use the `sh` command with `setup.sh` in order to prevent rights issues.

Argument	Long Form	Explanation
-e	--console	(Linux only) Forces a command line installation.
-l	--database-location	Specifies a custom OEM (embedded) database directory.
-c	--create-db	Launches a database administration tool.  It cannot be used at the same time as the -o argument.
-s	--silent	If this is not used with the -f argument, it causes the installation that you are performing to create a response file (with a <code>.properties</code> file name extension) that you can edit, rename, and use for an unattended installation to another server.  If this is used with the -f argument, an unattended installation on the server is started, using the response file that you specify with the -f argument.
-f <i>[path to file]</i>	--property-file <i>[path to file]</i>	Used with the -s argument, performs an unattended (silent) installation using the response file that you specify.  If you do not specify a response file, or if the path or file name is incorrect, the default non-silent GUI or command line installation is used instead.

Some examples:

- ♦ To perform a command line installation on a Linux server:

```
sh unzip_location/Disk1/setup.sh -e
```

- ♦ To specify a database directory:

```
unzip_location\disk1\setup.exe -l d:\databases\PostgreSQL
```

- ♦ To create a response file:

```
unzip_location\disk1\setup.exe -s
```

- ♦ To perform an unattended installation:

```
unzip_location\disk1\setup.exe -s -f c:\temp\myinstall_1.properties
```

For more information, see [“Performing an Unattended Installation” on page 38](#).



# B Dependent Linux RPM Packages

ZENworks installation on a Linux server requires that certain RPM packages are already installed on the server. Review the following sections for more information on the RPM packages required on the Linux devices:

- ♦ [“SUSE Linux Enterprise Server” on page 91](#)

## 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 installation on the server:

SLES 11 SP4 - 64 Bit	SLES 12 - 64 Bit
xinetd	xinetd
bash	bash
libxml2	libxml2
glibc-32bit	glibc-32bit
libjpeg-32bit	libjpeg-32bit
zlib-32bit	zlib-32bit
libgcc43-32bit	libgcc43-32bit
libstdc++43-32bit	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
perl-base	perl-base
tcpd	tcpd

<b>SLES 11 SP4 - 64 Bit</b>	<b>SLES 12 - 64 Bit</b>
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
libselineux1	libselineux1
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
openssl	openssl
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
libbz2-1	libbz2-1
libz	libz

<b>SLES 11 SP4 - 64 Bit</b>	<b>SLES 12 - 64 Bit</b>
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 (applicable only for SLES 11 SP2)	libvolume_id1 (applicable only for SLES 11 SP2)
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
fontconfig	fontconfig
freetype2	freetype2

<b>SLES 11 SP4 - 64 Bit</b>	<b>SLES 12 - 64 Bit</b>
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	lsb-release
	libXtst6-32bit-1.2.2-3.60.x86_64
	libpango-1_0-0-32bit
	libXi6-32bit

# C Oracle Enterprise with Partitioning

ZENworks support Oracle Partitioning, if the partitioning feature is enabled in the Oracle database. Oracle Partitioning is a separately licensed option available with the Oracle Enterprise edition only. For Oracle Standard edition, the partitioning option is not supported.

During the ZENworks installation with the Oracle database, select one of the following:

- ♦ **Yes, let ZENworks use partitioning with the Oracle database.**
- ♦ **No, do not use partitioning with Oracle database.**

---

**IMPORTANT:** It is recommended that you use Oracle Partitioning since it improves the application performance and manageability.

---

If you are using Oracle Enterprise with partitioning, you need to verify whether the Oracle partition feature is enabled with the required license.

Execute the following:

```
Select Value from v$option where parameter='Partitioning';
```

The query output value is displayed as "TRUE". This indicates that the partition is enabled. ZENworks will automatically run the partition table scripts.





# D Keywords Not to Be Used in Database Creation

When you create databases during installation, upgrade or database migration, the following keywords should not be used as-is in fields such as the zone name, user name, password, database name, schema names:

all	compress	false	level
alter	connect	fetch	like
and	constant	float	limited
any	create	for	lock
array	current	forall	long
as	currval	from	loop
asc	cursor	function	max
at	date	goto	min
audit	day	group	minus
authid	decimal	having	minute
avg	declare	heap	mlslabel
begin	default	hour	mod
between	delete	if	mode
binary_integer	desc	immediate	month
body	distinct	in	natural
boolean	do	index	naturaln
bulk	drop	indicator	new
by	else	insert	nextval
char	elsif	integer	nocopy
char_base	end	interface	not
check	exception	intersect	nowait
close	exclusive	label	null
cluster	execute	interval	nullif
coalesce	exists	into	number
collect	exit	is	number_base
comment	extends	isolation	ocirowid
commit	extract	java	of

---

on	range	sqlcode	update
opaque	raw	sqlerrm	use
open	real	start	user
operator	record	stddev	validate
option	ref	subtype	values
or	release	successful	varchar
order	return	sum	varchar2
organization	reverse	table	variance
others	rollback	then	view
out	row	time	when
package	rowid	timestamp	whenever
partition	rownum	timezone_abbrev	where
pctfree	rowtype	timezone_hour	while
pls_integer	savepoint	timezone_minute	with
positive	second	timezone_region	work
positiven	select	to	write
pragma	separate	trigger	year
prior	set	true	zone
private	share	type	
procedure	smallint	ui	
public	space	union	
raise	sql	unique	

---

# E Installation Troubleshooting

The following sections provide solutions to the problems you might encounter while installing or uninstalling Novell ZENworks :

- ♦ [“Troubleshooting Installation” on page 99](#)
- ♦ [“Post Installation Troubleshooting” on page 105](#)

## Troubleshooting Installation

This section provides solutions to problems you might encounter when installing ZENworks .

- ♦ [“ZENworks installation fails on a SLES device with the BTRFS file system” on page 99](#)
- ♦ [“Installing from the root directory on a Linux device fails to create the self-signed certificates” on page 100](#)
- ♦ [“Configuring the ZENworks Server to an Oracle database fails” on page 100](#)
- ♦ [“Unable to establish a remote desktop session with a Windows device running the ZENworks Configuration Management installation program” on page 100](#)
- ♦ [“Installing a second server gives an error message” on page 101](#)
- ♦ [“Installation on Linux fails” on page 101](#)
- ♦ [“Configure Action fails because of an error detected by HotSpot Virtual Machine” on page 101](#)
- ♦ [“Unable to install NetIdentity from Novell Client 32 on a device that has ZENworks installed” on page 101](#)
- ♦ [“Unable to open the ZENworks Configuration Management Installation logs by using a web browser on a non-English Primary Server” on page 102](#)
- ♦ [“Unable to install .NET 3.5 SP1 on Windows Server 2008” on page 103](#)
- ♦ [“Unable to install the ZENworks Agent on a McAfee fully protected device” on page 103](#)
- ♦ [“ZENworks-related files might be reported as malicious software during the ZENworks Agent installation” on page 104](#)
- ♦ [“Installation of ZENworks Agent on a Terminal Server hangs” on page 104](#)
- ♦ [“ZENworks installation on an RHEL device might fail” on page 104](#)
- ♦ [“On Windows XP, installing the ZENworks Agent with the Remote Management component through Remote Desktop Connection hangs” on page 105](#)
- ♦ [“ZENworks installation fails on a Linux server” on page 105](#)
- ♦ [“ZENworks installation does not proceed while using Microsoft SQL named instance” on page 105](#)

### **ZENworks installation fails on a SLES device with the BTRFS file system**

Source: ZENworks 2020

Explanation: When you install ZENworks 2020 on a SLES device with BTRFS file system, the installation fails.

Possible Cause: ZENworks installation on SLES device with BTRFS file system is not supported.

## Installing from the root directory on a Linux device fails to create the self-signed certificates

Source: ZENworks ; Installation.

Action: On the Linux device, download and copy the ZENworks installation ISO image to a temporary location to which all users have the Read and Execute permissions.

## Configuring the ZENworks Server to an Oracle database fails

Source: ZENworks ; Installation.

Explanation: If the NLS\_CHARACTERSET parameter is not set to AL32UTF8 and the NLS\_NCHAR\_CHARACTERSET parameter is not set to AL16UTF16, the database installation fails with the following error messages:

```
Failed to run the sql script: localization-updater.sql,
message:Failed to execute the SQL command: insert into
zLocalizedMessage(messageid,lang,messagestr)
values('POLICYHANDLERS.EPE.INVALID_VALUE_FORMAT','fr','La
stratÃ©gie {0} n'a
pas pu Ã©tre appliquÃ©e du fait que la valeur de la variable "{1}"
n'est pas
dans un format valide. '),
message:ORA-00600: internal error code, arguments: [ktfbbsearch-
7], [8], [],
[], [], [], [], []
```

Action: Set the NLS\_CHARACTERSET parameter to AL32UTF8 and the NLS\_NCHAR\_CHARACTERSET parameter to AL16UTF16.

To ensure that the character set parameters are configured with the recommended values, run the following query at the database prompt:

```
select parameter, value from nls_database_parameters where
parameter like '%CHARACTERSET%';
```

## Unable to establish a remote desktop session with a Windows device running the ZENworks Configuration Management installation program

Source: ZENworks ; Installation.

Explanation: If you try to use a Remote Desktop Connection to connect to a Windows server on which the ZENworks Configuration Management installation program is running, the session terminates with the following error message:

The RDP protocol component "DATA ENCRYPTION" detected an error in the protocol stream and has disconnected the client.

Action: See the [Microsoft Help and Support web site \(http://support.microsoft.com/kb/323497\)](http://support.microsoft.com/kb/323497).

## Installing a second server gives an error message

Source: ZENworks ; Installation.

Explanation: When you are installing the second server into a Management Zone, an error message might be displayed at the end of the installation that contains the following text:

```
... FatalInstallException Name is null
```

However, the installation otherwise seems to complete successfully.

This error is being displayed erroneously because the program thinks that the server needs to be reconfigured.

Action: Review the installation log file. If there are no errors there related to this error message, you can ignore it.

## Installation on Linux fails

Source: ZENworks; Installation.

Possible Cause: If the directory path to which you have extracted the ZENworks installation ISO image contains spaces, the installation fails on Linux.

Action: Ensure that the directory path to which you want to extract the installation ISO image does not contain spaces.

## Configure Action fails because of an error detected by HotSpot Virtual Machine

Source: ZENworks; Installation.

Explanation: If you are installing the first Primary Server on a Linux device, and if at the end of the process that configures the database you see an error has occurred and you are given the option of continuing or rolling back, you should check the log file at `/var/opt/novell/log/zenworks/ZENworks_Install_[date].log.xml`. If you see the error specified below, it is safe to continue with the install.

```
ConfigureAction failed!:
```

```
select tableName, internalName, defaultValue from Adf where inUse  
=?#
```

```
An unexpected error has been detected by HotSpot Virtual Machine:  
#SIGSEGV (0xb) at pc=0xb7f6e340, pid=11887, tid=2284317600
```

```
#
```

```
#Java VM: Java HotSpot(TM) Server VM (1.5.0_11-b03 mixed mode)
```

```
#Problematic frame:
```

```
#C [libpthread.so.0+0x7340] __pthread_mutex_lock+0x20
```

Action: Ignore the error message.

## Unable to install NetIdentity from Novell Client 32 on a device that has ZENworks installed

Source: ZENworks; Installation.

**Explanation:** When you try to install the NetIdentity agent that ships with Novell Client32 on a device that has ZENworks installed, the installation fails with the following error message:

An incompatible version of Novell ZENworks Desktop Management Agent has been detected

**Possible Cause:** The NetIdentity agent is not installed before installing ZENworks.

**Action:** Do the following:

- 1 Uninstall ZENworks .

For more information, see [ZENworks Uninstall Guide](#).

- 2 Install the NetIdentity agent from Novell Client32.

- 3 Install ZENworks .

For more information, see [Chapter 9, “Installing a ZENworks Primary Server on Windows,” on page 37](#).

## Unable to open the ZENworks Configuration Management Installation logs by using a web browser on a non-English Primary Server

**Source:** ZENworks ; Installation.

**Explanation:** On a non-English Primary Server that has ZENworks Configuration Management installed, you are unable to open the Installation logs by using a web browser. However, you can still open the Installation logs in a text editor.

The Installation logs are located at `/var/opt/novell/log/zenworks/` on Linux and `zenworks_installation_directory\novell\zenworks\logs` on Windows.

**Action:** Before opening the Installation logs (`.xml`) in a web browser, change the encoding for all the Installation LogViewer files:

- 1 Using a text editor, open one of the following LogViewer files located at `/var/opt/novell/log/zenworks/logviewer` on Linux and `zenworks_installation_directory\novell\zenworks\logs\logviewer` on Windows:

- ♦ `message.xml`
- ♦ `sarissa.js`
- ♦ `zenworks_log.html`
- ♦ `zenworks_log.js`
- ♦ `zenworks_log.xml`
- ♦ `zenworks_log_text.xml`

- 2 Click **File > Save As**.

The Save As dialog box is displayed.

- 3 In the **Encoding** list, select **UTF-8**, then click **Save**.

Do not change the filename and file type.

- 4 Repeat [Step 1](#) through [Step 3](#) for the remaining LogViewer files.

## Unable to install .NET 3.5 SP1 on Windows Server 2008

Source: ZENworks ; Installation.

Explanation: The installation of Microsoft .NET 3.5 SP1 on Windows Server 2008 fails with the following error message:

```
Microsoft .NET Framework 2.0SP1 (x64) (CBS): [2] Error:  
Installation failed for component Microsoft .NET Framework 2.0SP1  
(x64) (CBS). MSI returned error code 1058
```

Possible Cause: The device does not have the Windows Update Service enabled.

Action: Enable the Windows Update service on the device:

- 1 From the Windows desktop **Start** menu, click **Settings > Control Panel**.
- 2 Double-click **Administrative Tools > Services**.
- 3 Double-click **Windows Update Service**.

The Windows Update Service Properties dialog box is displayed.

- 4 In the **General** tab, select one of the following options from the **Startup type** list:
  - ♦ **Manual**
  - ♦ **Automatic**
  - ♦ **Automatic (Delayed Start)**
- 5 Click **Start** to start the service.
- 6 Click **OK**.

## Unable to install the ZENworks Agent on a McAfee fully protected device

Source: ZENworks ; Installation

Explanation: When you try to install ZENworks Agent on a McAfee fully protected device, the antivirus software prevents the creation of new executable files in Windows and program files.

Possible Cause: The device is protected by McAfee VirusScan and therefore does not allow the installation of any applications.

Action: Do the following on the device that has the McAfee software installed:

- 1 Click **Start > All Programs > McAfee > VirusScan Console**.
- 2 Double-click **Access Protection**.
- 3 In the Access Protection Properties dialog box, do the following:
  - 3a In the Categories panel, click **Common Maximum Protection**.
  - 3b In the **Block** column, deselect all the rules.
  - 3c Click **OK**.
- 4 Install the ZENworks Agent.

For more information, see “ZENworks Agent Deployment” in the [ZENworks Discovery, Deployment, and Retirement Reference](#).

## ZENworks-related files might be reported as malicious software during the ZENworks Agent installation

Source: ZENworks ; Installation.

Explanation: During the ZENworks Agent installation, some ZENworks-related files might be reported as malicious software by anti-virus software. Consequently, the installation abruptly stops.

Action: Do the following on the managed device where you want to install the ZENworks Agent:

- 1 Manually add `System_drive:\windows\novell\zenworks` to the Exclusion list of the anti-virus software installed on the managed device.
- 2 Install the ZENworks Agent.

## Installation of ZENworks Agent on a Terminal Server hangs

Source: ZENworks; Installation

Possible Cause: Installation of ZENworks Agent on a Terminal Server hangs because the default mode in the Terminal Server is Execute.

Action: Change the mode in the Terminal Server to Install:

- 1 From the Command Prompt:

1a To change the mode, execute the following command:

```
change user /install
```

1b Type **exit**, then press **ENTER**.

- 2 Install the ZENworks Agent.

For more information, see “ZENworks Agent Deployment” in the [ZENworks Discovery, Deployment, and Retirement Reference](#).

## ZENworks installation on an RHEL device might fail

Source: ZENworks; Installation

Explanation: ZENworks installation on an RHEL device might fail and prompt you to roll back. The following message is reported in the install log file:

```
RPM returned 1: warning: /opt/novell/zenworks/install/downloads/rpm/novell-zenworks-jre-links-1.7.0_3-1.noarch.rpm: Header V3 DSA signature: NOKEY, key ID 7e2e3b05
```

```
Failed dependencies: jre >= 1.7 is needed by novell-zenworks-jre-links-1.7.0_3-1.noarch
```

Action: Perform the following tasks:

- 1 Roll back the ZENworks installation.
- 2 Manually install JRE by running the following command at the terminal:  

```
rpm -ivh <BUILD_ROOT>/Common/rpm/jre-<VERSION>.rpm
```
- 3 Install ZENworks . For more information, see “Installing the Primary Server Software” on page 37.



## On Windows XP, installing the ZENworks Agent with the Remote Management component through Remote Desktop Connection hangs

Source: ZENworks; Installation

Explanation: If you remotely connect to a managed device by using Remote Desktop Connection (RDP) and install ZENworks Agent, the installation hangs.

Action: To fix the issue, download the patch from the [Microsoft Support web site \(http://support.microsoft.com/kb/952132\)](http://support.microsoft.com/kb/952132) and install it on the managed device prior to installing the ZENworks Agent.

## ZENworks installation fails on a Linux server

Source: ZENworks; Installation.

Explanation: ZENworks installation on a Linux server requires that certain RPM packages are already installed on the server.

Action: Install the required RPM packages on the Linux server.

## ZENworks installation does not proceed while using Microsoft SQL named instance

Source: ZENworks; Installation.

Explanation: While using named instance for Microsoft SQL, the install wizard will not proceed even after providing the correct information in the database panel. This occurs if Checksum offloading is enabled on the NIC card of the machine.

Action: Ensure that Checksum offloading is disabled on the NIC card. For more information, refer to the applicable manuals for SLES, RHEL, or VMware.

## Post Installation Troubleshooting

This section provides solutions to problems you might encounter after installing ZENworks .

- ♦ [“Unable to access ZENworks Control Center on a ZENworks Primary Server running on SLES” on page 105](#)
- ♦ [“Auto Launch ZENworks Control Center configuration does not work in SLES machine” on page 106](#)

## Unable to access ZENworks Control Center on a ZENworks Primary Server running on SLES

Source: ZENworks; Installation.

Explanation: During the installation of ZENworks Server on a SLES device, if you have specified the port as 8080, the installation is successful. However, you might not be able to access the ZENworks Control Center.

Action: Perform the following steps on the SLES device on which you have installed the ZENworks Server:

- 1 Start YaST.
- 2 Click **Firewall**.
- 3 In the Firewall Configuration Window, click **Allowed Services**.
- 4 Click **Advanced**.
- 5 In the Additional Allowed Ports dialog box, replace **http-alt** in the **TCP Ports** and **UDP Ports** options with 8080, then complete the Wizard.

## **Auto Launch ZENworks Control Center configuration does not work in SLES machine**

Source: ZENworks; Installation.

Explanation: In the Post installation configuration, if the Auto launch ZCC option is selected, after installation, ZENworks Control Center does not launch automatically in SLES machines.

Action: Manually launch ZENworks Control Center.