

# Novell ZENworks Linux Management

6.6.2

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ADMINISTRATION GUIDE

October 28, 2005



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# ZENworks Linux Management 6.6.2 Administration Guide

This guide describes how to install and administer ZENworks<sup>®</sup> Linux Management. This guide is intended for network administrators and is divided into the following sections:

- ◆ Chapter 1, “Overview,” on page 11
- ◆ Chapter 2, “Planning Your Deployment,” on page 15
- ◆ Chapter 3, “Installing,” on page 17
- ◆ Chapter 4, “Upgrading,” on page 25
- ◆ Chapter 5, “Understanding Server and Client Operation,” on page 31
- ◆ Chapter 6, “Performing Tasks in the Web Interface,” on page 41
- ◆ Chapter 7, “Performing Tasks Using the Command Line Tools,” on page 57
- ◆ Chapter 8, “Managing Clients,” on page 65
- ◆ Chapter 9, “Larger Deployments and Advanced Features,” on page 77
- ◆ Appendix A, “Troubleshooting,” on page 93
- ◆ Appendix B, “Documentation Updates,” on page 101
- ◆ “Glossary” on page 105

This guide covers both the Web and command line interfaces for ZENworks Linux Management. However, the primary focus is on the Web interface. For additional information on the command line tools, read the `rcman` man pages or the `--help` flag on a particular command. For example, `rcman channel-add --help` displays help information for the channel addition tool. Entering `rcman --help` displays a complete list of available commands.

## Documentation Updates

For the most recent version of the ZENworks Linux Management Administration Guide, see the [Novell Documentation Web site \(http://www.novell.com/documentation/index.html\)](http://www.novell.com/documentation/index.html).

## Documentation Conventions

This manual assumes that you know, or can look up, basic information about UNIX\* and Linux\* command line software, and the RPM package format. Shell scripting and custom RPM package building are not required, but may be used in combination with ZENworks Linux Management.

We use the word “machine” to refer to a complete computer, most often to a client machine. In general, we will use the terms “client” and “server” to refer to whole computers, not just the software applications they run, which will be denoted as “client applications” or “server applications”.

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items within a cross-reference path.

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# 1

## Overview

This section provides an overview of ZENworks<sup>®</sup> Linux Management, and contains the following sections:

- ◆ [“ZENworks Linux Management: An Overview” on page 11](#)
- ◆ [“ZENworks Linux Management Architecture” on page 11](#)

### ZENworks Linux Management: An Overview

The situation is familiar: you, as a system or network administrator, have limited time and a limited budget, and want to maximize security and convenience as you distribute software updates and new programs to your Linux\* network. You don't have the budget or time to develop your own tools, and the standard package management systems are aimed at individual computers rather than complete networks.

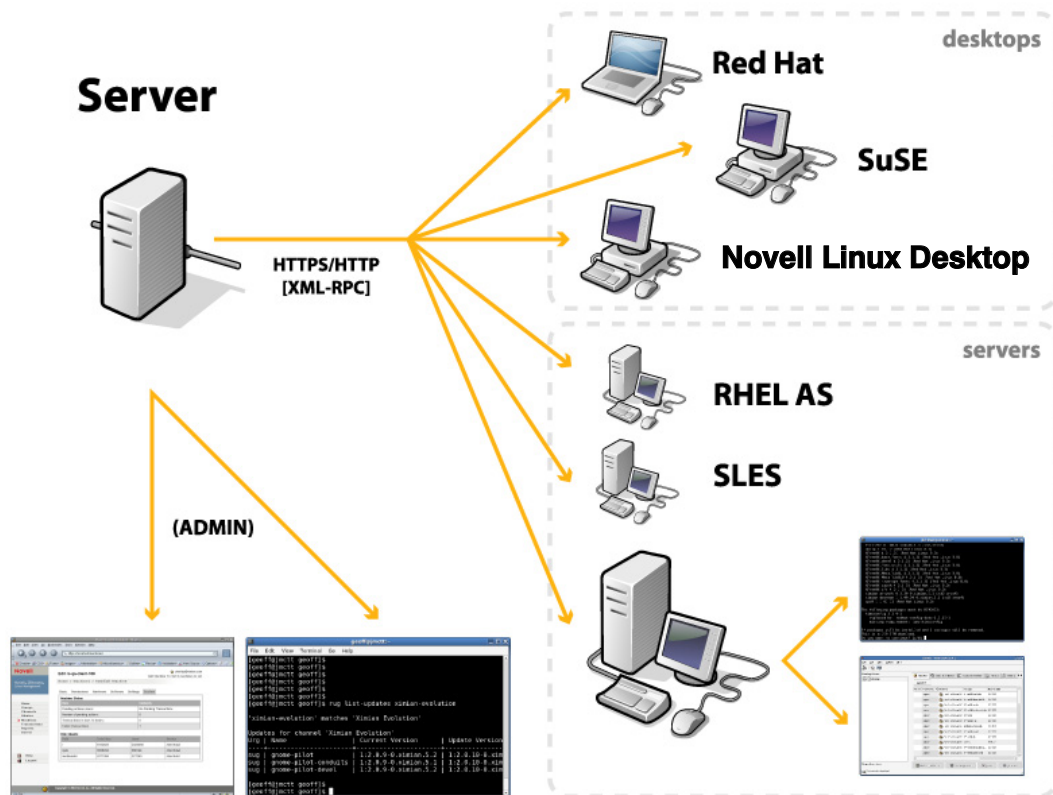
ZENworks Linux Management lets you manage dozens or thousands of individual client machines from a central server located within your firewall for maximum convenience and security. Using the Web interface or the command line tools, you can create groups of individual machines and channels of software, then distribute the software to the machines. You can delegate authority to multiple administrators, follow progress with the built-in reporting system, and maintain your network with a minimum of cost and effort.

ZENworks 6.6 Linux Management offers several enhancements and new features, including:

- ◆ Support for SUSE<sup>®</sup> Linux Enterprise Server 9.
- ◆ Ability to manage and deploy SUSE patch files to your SUSE 9 servers.
- ◆ YaST integration for patch management.

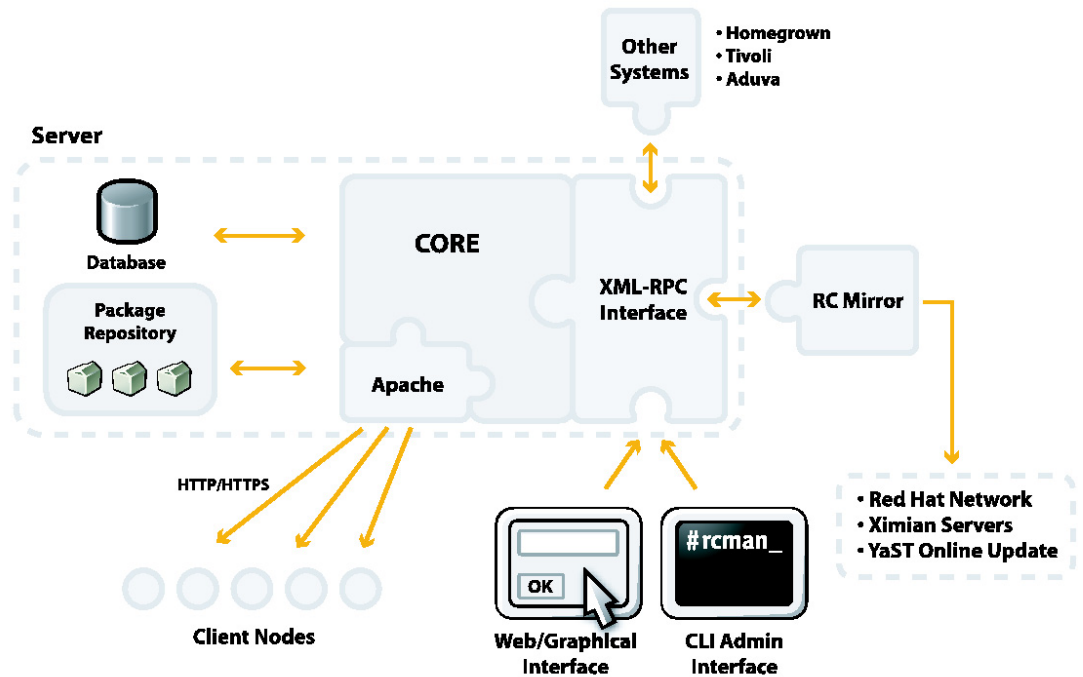
### ZENworks Linux Management Architecture

The simplest ZENworks Linux Management deployment consists of a single server and a single client machine. The client runs the Red Carpet<sup>™</sup> Daemon, `rcd`, and fetches updates automatically, or at the user's direction, using the `rug` or `red-carpet` programs.

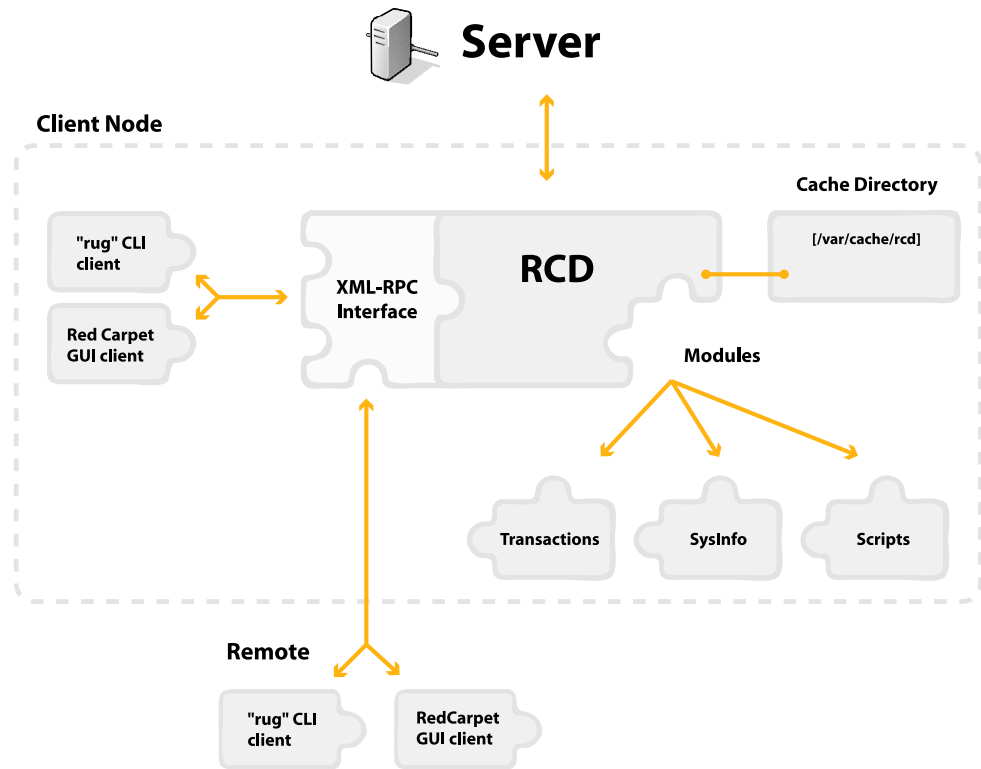


The ZENworks Linux Management server uses an XML-RPC interface to communicate with a variety of clients and other systems. Although remote access to the XML-RPC interface is possible, the ZENworks Linux Management server components are intended to run locally on the ZENworks Linux Management server, and are supported only when running locally.

The XML-RPC interface feeds into the core components of the server, which work with Apache, a database, and the package repository.



Similarly, the client daemon, `rcd`, uses an XML-RPC interface to accept commands from `rug` and `red-carpet`, remotely or locally. Additional modules provide the client with the ability to interact with the ZENworks Linux Management server for extended functionality.



# 2

## Planning Your Deployment

This section contains information on planning and preparing for a ZENworks® Linux Management Deployment.

This chapter contains the following sections:

- ♦ “Planning” on page 15

After you have completed the planning phase of your ZENworks Linux Management deployment, continue to [Chapter 3, “Installing,” on page 17](#) to install and configure the server and client software.

### Planning

Taking the time to plan your ZENworks Linux Management deployment can help you avoid problems or reconfigurations in the future. Although many of the decisions you make at this stage can be altered or adjusted in the future, it helps to have a clear set of actions laid out beforehand.

The following list walks you through the planning process using examples from the [“Example Rollout Procedure” on page 57](#):

#### Group and Channel Membership

Decide on the number of groups you need and how you wish to divide them. Try to predict the sorts of software you will need to distribute.

In our example network, there are three general types of machines to take care of: servers, which require remote administration, engineering workstations, which are administered, sometimes recklessly, by their users, and non-technical workstations which are used but generally not administered by their users. For all machines, we want security and operating system updates installed automatically whenever they are available. Office workstations also get access to optional updates and additional tools. The engineering team requires access to software development tools, as well.

Later, it may be advisable to grant administrator access to some of the engineering team members, so they can distribute their own software to each other.

Our example will use three groups, one for each type of machine. The servers get security updates only, including SUSE® patches for SUSE Linux Enterprise 9 servers; the workstations will get security updates, patches, and the optional software channel, and the engineering workstations will get those two, plus a development channel.

#### Activation Method

For most deployments, multi-use keys are the best activation tool.

Single-use keys might be good for the engineering workstations, and the organization ID method would be acceptable for the servers, if there were only a few of them and we wanted

to give them individual attention. However, for maximum automation and convenience, the multi-use key is the preferred method.

#### Install Process for Existing Client Machines

You need to decide on a procedure for installing the software on Linux\* clients that already exist, such as a shell script and an NFS shared drive.

#### Install Process For New Client Machines

Even if you are not deploying to new machines now, it helps to have a plan for the addition of new machines to your existing ZENworks Linux Management network.

If you are using OS installation tools like AutoYaST or Kickstart, you can add the required packages to the install set, then have post-install scripts run configuration commands and start services as needed. If you are installing custom machines or adding them one by one, it might be simpler to do the client software installs manually.

#### Database Type

PostgreSQL\* is the default ZENworks Linux Management database. Oracle\* is also supported in certain configurations, see [“Using Oracle with ZENworks Linux Management” on page 87](#) for details.

#### Administrator Accounts

How many administrators do you plan to have, and what privileges do they require?

#### Software Mirroring Goals

Decide now how many operating systems you need to support, and how many different channels you need to create and manage.

#### Security Policies

Choose your policies on package signatures, SSL certificates, and remote access. Especially with package signatures, they must be in place before you need to ship software.

#### Server Installation Checklist

Complete the [“Server Installation Worksheet” on page 19](#) to record the information you need during the ZENworks Linux Management installation.

After you have planned your ZENworks Linux Management deployment, continue to [Chapter 3, “Installing,” on page 17](#).



# 3

## Installing

This chapter guides you through the process of installing the client and server portions of ZENworks® Linux Management.

Before you install, make sure you are familiar with the concepts discussed in [Chapter 5, “Understanding Server and Client Operation,” on page 31](#), and have completed the planning information in [Chapter 2, “Planning Your Deployment,” on page 15](#).

After you have completed the installation and have created client activations, continue to [Chapter 6, “Performing Tasks in the Web Interface,” on page 41](#) to learn how to access the Web administrative interface to manage your ZENworks Linux Management server.

### System Requirements

This section contains information about the server software and hardware you need to deploy ZENworks Linux Management.

A ZENworks Linux Management server has similar requirements to a Web or database server, and should be run on a dedicated system. This server must meet the requirements outlined in the following sections:

- ◆ [“Software” on page 17](#)
- ◆ [“Hardware” on page 18](#)

### Software

- A supported Linux\* operating system.

The ZENworks Linux Management Server is supported on the following platforms and architectures:

- ◆ SUSE® Linux Enterprise Server 9
  - ◆ 32-bit Intel
- ◆ Red Hat\* Enterprise Linux 3 AS, ES
  - ◆ 32-bit Intel

We recommend performing a new installation of the operating system using the guidelines contained in [“Recommended Server OS Installation Settings” on page 99](#).

Check the release notes for updates, notes, and changes to this list of supported operating systems.

- ❑ Python, PHP, and Apache Web server on your server. If these components are missing, they are installed during the ZENworks Linux Management installation.
- ❑ If using a proxy, it must be HTTP or HTTPS using basic or digest authentication. NTLM or SOCKS proxies, such as Microsoft\* Proxy 2.0, are not supported.
- ❑ A supported database. PostgreSQL\* is the default database, and is installed with ZENworks Linux Management during installation if required.

Oracle\* can also be configured to act as the ZENworks Linux Management database under certain configurations. See [“Using Oracle with ZENworks Linux Management” on page 87](#) for more details.

- ❑ Mozilla\* 1.4 or later, or Internet Explorer\* 6 or later, to access the Web management interface. Browsers based on supported versions of Mozilla, such as Galeon, Netscape\*, or Firefox, should work but are not tested.

## Hardware

For an evaluation, with fewer than 100 clients, 2-3 Linux distributions, and a lab environment, we suggest:

- ❑ Pentium-class processor at 1 GHz
- ❑ 512 MB of RAM
- ❑ 10 GB disk space for package repository, 2 GB for database, and 5 GB for mirroring.

For a small deployment, with 100 to 500 systems, 3-5 Linux distributions, and some custom applications, we suggest:

- ❑ Pentium-class processor at 1.6 GHz
- ❑ 1 GB of RAM
- ❑ 25 GB of disk space for package repository, 5 GB for database, and 5 GB for mirroring.

### Additional Requirements

You need approximately two additional gigabytes of disk space for each additional operating system you plan to mirror and support.

If your corporate network uses a proxy server to connect to the Internet, or if your clients need to use a proxy to access your ZENworks Linux Management server, be sure to check the type of proxy. HTTP and HTTPS proxies, using basic or digest authentication, are supported. NTLM or SOCKS proxies, such as Microsoft\* Proxy 2.0, are not supported.

The default package storage location is /ximian, so in most cases / should be your largest partition.

The /var partition holds the database, logs, and download caches for rcmirror and rcd. It will require less space than the package repository, but half to a quarter of the repository size is not unreasonable. If you plan to use rcmirror to any extent, you may wish to allocate 4 to 6 GB more.

If you prefer not to allocate so much space to /var, you can select a different cache directory in the rcmirror.conf file. See [“rcmirror” on page 77](#) for details.

# Server Installation Worksheet

This server installation worksheet contains a list of server information that might be required during install. Fill out this worksheet and keep it handy as you install the ZENworks Linux Management server, so that you have all the necessary information in one place.

Name	Value
Hostname	
IP Address	
Distribution and version	
Target platform	
Available disk space (df -h output)	
CD mount point	
Red Carpet Express activation key, if any	
Location of server.key file	
Destination of server.key file	
Administrator login (email)	
Administrator password	
Proxy URL, if any	
Proxy username, if any	
Proxy password, if any	

## Installing and Configuring your ZENworks Linux Management Server

This section describes how to install a ZENworks Linux Management server.

There are two steps in the server installation process:

- ◆ [“Installing” on page 19](#)
- ◆ [“Configuring” on page 21](#)

### Installing

You have two options available to install ZENworks Linux Management:

- ◆ [“Install from the ZENworks Linux Management Installation CD” on page 20](#)
- ◆ [“Install Online” on page 20](#)

Installing from the *ZENworks Linux Management Installation CD* is the preferred method of installation, because it requires less initial configuration, and can be performed without an connection to the Internet.

Before you install, you must have your server license file (server.key), and if performing an online install, a Red Carpet activation code to access the ZENworks Linux Management software. For details on obtaining a server license, contact your sales representative.

## Install from the ZENworks Linux Management Installation CD

- 1 Switch to the root user using the su command.
- 2 Mount the *ZENworks Linux Management Installation CD*.
  - ◆ On SUSE, run `mount /media/cdrom`
  - ◆ On Red Hat, run `mount /mnt/cdrom`
- 3 Change to the CD mount directory, and run `./rce-install`.
- 4 Read and agree to the terms of license.
- 5 Select No when asked if you wish to use Red Carpet Express to install the software.
- 6 Follow the on-screen instructions to complete the installation.

After the installation is complete, proceed to “Configuring” on page 21.

## Install Online

The online installation method used the rcd client to install the ZENworks Linux Management server by connecting to a ZENWorks Linux Management Server containing the necessary packages. Therefore, rcd must be installed and configured before you can install ZENworks Linux Management.

### Installing ZENworks Linux Management using rug and rcd

- 1 Install and configure rug and rcd. To do this, follow the instructions in “Installing rug, rcd, and rcd-modules” on page 65, with the following considerations:
  - ◆ In step 6, configure rcd to connect to the server containing the ZENworks Linux Management software packages rather than your internal server. This server information is provided by your sales representative.
  - ◆ After you have completed the instructions, activate to the server containing the ZENworks Linux Management software using the following command:

```
rug activate activationkey email
```

- 2 Subscribe to the channel containing the ZENworks Linux Management software packages, for example, zenworks66. We suggest that you also subscribe to your operating system channel, so the installation can pull in packages as needed.

For example, for a SUSE Linux Enterprise Server 9 server you would type:

```
rug sub sles-9-i586  
rug sub ZENworks66  
rug sub redcarpet2
```

- 3 Install the necessary packages using the following command:

```
rug in -u zlm-server zlm-mirror zlm-server-cli
```

The -u flag permits installation from unsubscribed channels. The system displays the packages to install, and the packages (if any) it needs to remove.

- 4 Press Y to confirm the installation.

After the install is complete you should see a Transaction finished message.

- 5 If you have an OEM or reseller customization and branding package, install it now.
- 6 Place the server license file in the directory `/etc/ximian/rcserver` with the file name `server.key`. Set the file ownership using one of the following commands:

On SUSE:

```
chown wwwrun:www /etc/ximian/rcserver/server.key
```

On RedHat:

```
chown apache:apache /etc/ximian/rcserver/server.key
```

After the installation is complete, proceed to [“Configuring” on page 21](#).

## Configuring

**NOTE:** If you are using an Oracle database, complete the tasks contained in [“Using Oracle with ZENworks Linux Management” on page 87](#) before you run the `rce-init` command.

- 1 Run the following command:

```
/usr/sbin/rce-init -U admin@address -P password -R "Real Name"
```

Your ZENworks Linux Management server is now configured.

Open `https://servername` in a Web browser to access the Web management interface, or use the `rman` command to administer your ZENworks Linux Management server.

You are now ready to install, activate, and configure client systems, as explained in [“Installing and Configuring Client Systems” on page 21](#).

## Installing and Configuring Client Systems

This section describes how to install ZENworks Linux Management client systems. Each system that is managed by your server must have the client software installed and configured.

Whether you are installing one client machine or hundreds, the process is similar:

1. Install client software packages
2. Configure and activate the client

The following sections of this manual will show you how to install, configure, and activate client machines.

First, we explain the process of installing and configuring a single machine, then discuss ways to automate the deployment process. Finally, we discuss activation and configuration of the clients.

## Supported Clients

The Red Carpet™ client is supported on the following platforms and architectures:

- ♦ SUSE® Linux Enterprise Server 9
  - ♦ 32-bit Intel
  - ♦ 64-bit AMD\* Opteron
  - ♦ 64-bit Intel XEON\* EMT
  - ♦ 64-bit Intel Itanium\*

IBM\* zSeries, iSeries, pSeries  
(pSeries support includes only the 32-bit client)

- ◆ SUSE Linux Enterprise Server 8
  - ◆ 32-bit Intel
- ◆ Novell Linux Desktop
  - ◆ 32-bit Intel
  - 64-bit AMD Opteron
  - 64-bit Intel XEON EMT
- ◆ Open Enterprise Server 9
  - ◆ 32-bit Intel
- ◆ SUSE LINUX 9.3
  - ◆ 32-bit Intel
  - 64-bit AMD Opteron
  - 64-bit Intel XEON EMT
- ◆ Red Hat Enterprise Linux 4 AS, ES, WS
  - ◆ 32-bit Intel
  - 64-bit AMD Opteron
  - 64-bit Intel XEON EMT
- ◆ Red Hat Enterprise Linux 3 AS, ES, WS
  - ◆ 32-bit Intel
  - 64-bit AMD Opteron
  - 64-bit Intel XEON EMT
- ◆ Red Hat Enterprise Linux 2.1 AS, ES, WS
  - ◆ 32-bit Intel

The Red Carpet Graphical User Interface (GUI) is supported on all client platforms, with the exception of SUSE Linux Enterprise Server 8 and Red Hat Enterprise Linux 2.1 AS, ES, and WS.

## Installing the Client on a Single Machine

- 1** Get the latest stable version of rug, rcd, and rcd-modules for the client operating system.

You can find the packages at the Ximian Red Carpet FTP site (<ftp://ftp.ximian.com/pub/redcarpet2>) or on your *ZENworks Linux Management Installation* CD.

- 2** Become root with the su command.
- 3** Install the packages using the following commands:

```
rpm -Uvh rug  
rpm -Uvh rcd  
rpm -Uvh rcd-modules
```

- 4** After the installation has completed, run the following command to start the Red Carpet daemon:

```
/etc/init.d/rcd start
```

The rcd daemon is added to the system startup services to load automatically when the machine is started.

- 5** By default, rcd requires verified SSL certificates. If you do not want to require certificate checking at this time, run the following command to disable it:

```
rug set require-verified-certificates false
```

This setting is stored in /etc/ximian/rcd.conf.

- 6** Run the following command to configure rcd to contact your ZENworks Linux Management server for updates:

```
rug service-add https://yourZLMserver/data
```

This setting is stored in /var/lib/rcd/services.xml

- 7** If you are using a proxy, you must run the following commands to configure the proxy:

```
rug set proxy-url [http://hostname:port]
```

```
rug set proxy-username [username]
```

```
rug set proxy-password [password]
```

- 8** The Red Carpet daemon is now ready to be activated.

## Installing the Client on Multiple Machines

There are two common situations for large numbers of installations:

- ◆ Deploying the client software to new machines
- ◆ Adding the client software to existing machines

If you are deploying completely new operating systems, you can install client software along with the operating system using your distribution's deployment automation tools (Kickstart or AutoYaST, for example). In that case, you will add the client packages rug, rcd and rcd-modules to the install set, and add the setup commands to the post-install scripts. Check the documentation for your install automation tools for details.

For client machines which are already deployed, you may find it more convenient to place the individual package files on a network shared volume and install them with a combination of shell scripts and command line package tools.

It is possible to manually create an rcd.conf file, but in most cases it is easier to run a script to configure the client software. If you edit the configuration file you must restart the daemon to force it to read the changes.

## Activating Clients

Before a client can receive software from your ZENworks Linux Management server, it must be activated. [“Activations: Granting Client Access” on page 37](#) contains a discussion of the available activation methods, and [“Creating Activations” on page 54](#) explains how to create activations using the Web interface.





# 4 Upgrading

This chapter guides you through the process of upgrading ZENworks<sup>®</sup> Linux Management from a previous version of ZENworks Linux Management or from Red Carpet Enterprise.

Instructions for upgrading from the following versions are included:

- ◆ “ZENworks Linux Management 6.6” on page 25
- ◆ “ZENworks Linux Management 6.5” on page 26
- ◆ “Red Carpet Enterprise 2.2” on page 26
- ◆ “Red Carpet Enterprise 2.0.x” on page 27
- ◆ “Red Carpet Enterprise 1.4.x” on page 28

Additionally, if you are using an Oracle database, instructions for upgrading your database are contained in the following section:

- ◆ “Upgrading an Oracle Database” on page 29

## ZENworks Linux Management 6.6

- 1** Become root using the su command.
- 2** Stop your Web server to prevent requests during the upgrade process using the following command:

```
/etc/init.d/httpd stop
```

- 3** Complete the instructions in “Installing and Configuring your ZENworks Linux Management Server” on page 19 to upgrade your server to version 6.6.2.
- 4** Upgrade your ZENworks Linux Management database. If using the default PostgreSQL database, upgrade using the following command:

```
rce-upgrade
```

If using Oracle, complete the instructions in “Upgrading an Oracle Database” on page 29.

- 5** Upgrade your ZENworks Linux Management configuration files using the following command:

```
rce-init -c
```

- 6** After the upgrade is completed, start your ZENworks Linux Management server using the following command:

```
/etc/init.d/rcq-runner restart
```

- 7** Start your Web server using the following command:

```
/etc/init.d/httpd start
```

- 8 Refresh your ZENworks Linux Management meta files using the following command:

```
rce-refresh -s -d
```

Your ZENworks Linux Management server is now upgraded.

## ZENworks Linux Management 6.5

- 1 Become root using the su command.
- 2 Stop your Web server to prevent requests during the upgrade process using the following command:

```
/etc/init.d/httpd stop
```

- 3 Complete the instructions in [“Installing and Configuring your ZENworks Linux Management Server” on page 19](#) to upgrade your server to version 6.6.2.
- 4 Upgrade your ZENworks Linux Management database. If using the default PostgreSQL database, upgrade using the following command:

```
rce-upgrade
```

If using Oracle, complete the instructions in [“Upgrading an Oracle Database” on page 29](#).

- 5 Upgrade your ZENworks Linux Management configuration files using the following command:

```
rce-init -c
```

- 6 After the upgrade is completed, start your ZENworks Linux Management server using the following command:

```
/etc/init.d/rcq-runner restart
```

- 7 Start your Web server using the following command:

```
/etc/init.d/httpd start
```

- 8 Refresh your ZENworks Linux Management meta files using the following command:

```
rce-refresh -s -d
```

Your ZENworks Linux Management server is now upgraded.

## Red Carpet Enterprise 2.2

- 1 Become root using the su command.
- 2 Stop your Web server to prevent requests during the upgrade process using the following command:

```
/etc/init.d/httpd stop
```

- 3 Complete the instructions in [“Installing and Configuring your ZENworks Linux Management Server” on page 19](#) to upgrade your server to version 6.6.2.
- 4 Upgrade your ZENworks Linux Management database. If using the default PostgreSQL database, upgrade using the following command:

```
rce-upgrade
```

If using Oracle, complete the instructions in [“Upgrading an Oracle Database” on page 29](#).

- 5 Upgrade your ZENworks Linux Management configuration files using the following command:

```
rce-init -c
```

- 6 After the upgrade is completed, start your ZENworks Linux Management server using the following command:

```
/etc/init.d/rcq-runner restart
```

- 7 Start your Web server using the following command:

```
/etc/init.d/httpd start
```

- 8 Refresh your ZENworks Linux Management meta files using the following command:

```
rce-refresh -s -d
```

Your ZENworks Linux Management server is now upgraded.

## Red Carpet Enterprise 2.0.x

- 1 Become root using the su command.

- 2 Stop your Web server to prevent requests during the upgrade process using the following command:

```
/etc/init.d/httpd stop
```

- 3 Stop your Red Carpet server using the following command:

```
/etc/init.d/rcq-runner stop
```

- 4 Complete the instructions in [“Installing and Configuring your ZENworks Linux Management Server” on page 19](#) to upgrade your server to version 6.6.2.

- 5 Upgrade your ZENworks Linux Management database. If using the default PostgreSQL database, upgrade using the following command:

```
rce-upgrade
```

If using Oracle, complete the instructions in [“Upgrading an Oracle Database” on page 29](#).

- 6 Upgrade your ZENworks Linux Management configuration files using the following command:

```
rce-init -c
```

- 7 After the upgrade is completed, start your ZENworks Linux Management server using the following command:

```
/etc/init.d/rcq-runner restart
```

- 8 Start your Web server using the following command:

```
/etc/init.d/httpd start
```

- 9 Refresh your ZENworks Linux Management meta files using the following command:

```
rce-refresh -s -d
```

Your Red Carpet Enterprise server is now upgraded.

# Red Carpet Enterprise 1.4.x

Before you upgrade from Red Carpet Enterprise 1.4.x, review the following:

- ◆ We recommend upgrading your Red Carpet Enterprise 1.4.x clients to the latest version before installing ZENworks Linux Management. By upgrading your clients before the server, you can use the instapull feature of your Red Carpet Enterprise 1.4 server to upgrade your clients rather than upgrading them individually. The following upgrade procedure contains instructions on performing this operation.
- ◆ Due to database incompatibilities between PostgreSQL 7.2 and 7.3, your database must be dumped and reloaded. The following upgrade procedure contains instructions on performing this operation.
- ◆ This upgrade process works only from Red Carpet Enterprise 1.4.3 or 1.4.4. If you are running a previous 1.4 version, upgrade to version 1.4.4 before upgrading to ZENworks 6.6.2 Linux Management.
- ◆ Autopull sessions and report history are not carried over to ZENworks 6.6.2 Linux Management. Transactions and reports are significantly more powerful in the new version, which makes importing unfeasible.

To upgrade to ZENworks 6.6.2 Linux Management, complete the following:

- 1** Upgrade your client systems from version 1.4.x to the ZENworks 6.6.2 Linux Management client.

**IMPORTANT:** Do not restart your clients until after you have finished the server upgrade

- 1a** Add the updated ZENworks Linux Management client to a channel on your Red Carpet Enterprise 1.4 server, then install the `rug`, `red`, and `red-modules` packages on your client systems. This can be done using the instapull feature.

These packages are located on your *ZENworks Linux Management Installation* CD, or they can be retrieved from the Ximian Premium Server (<https://web-box-us.rc.ximian.com>) using remirror, by adding `redcarpet2` to the list of mirrored channels. For details on remirror, see “[remirror](#)” on [page 77](#).

They are also available at the Ximian Red Carpet FTP site (<ftp://ftp.ximian.com/pub/redcarpet2>).

- 2** Backup the Red Carpet Enterprise server database:
  - 2a** Verify that there is sufficient space on the file system containing the PostgreSQL database using the following command:

```
du -sH /var/lib/pgsql/data
```

You need approximately double the current size of your database (if your database is currently 50 MB, ensure you have at least 100 MB on the file system)

- 2b** Become root using the `su` command.
- 2c** Stop your PostgreSQL server using the following command:

```
/etc/init.d/postgresql stop
```

- 2d** Relocate the PostgreSQL database using the following command:

```
mv /var/lib/pgsql/data /var/lib/pgsql/data-postgres-72x
```

- 3** Complete the instructions in “[Installing and Configuring your ZENworks Linux Management Server](#)” on [page 19](#) to upgrade your server to version 6.6.2.

- 4 After the upgrade is completed, run the following command to upgrade your database:

```
/usr/sbin/rce-init -f
```

- 5 Run the upgrade script with the database dump using the following command:

```
/usr/sbin/rce-upgrade /root/rce-server-14-db-dump.pg
```

Your Red Carpet Enterprise server is now upgraded.

## Upgrading an Oracle Database

We recommend consulting your Oracle database administrator before performing this upgrade. The upgrade script provided is intended to upgrade your database from the latest released version of ZENworks Linux Management. If upgrading from a different version, you might need to modify the upgrade script.

- 1 Before you upgrade your database, your Oracle server must have access to the Oracle upgrade script, which was copied to your ZENworks Linux Management server during installation to the following location:

```
/usr/share/rcserver/schema-upgrade.sql
```

- 2 On the server hosting Oracle, become the Oracle user using the su command:

```
su - oracle
```

- 3 Run SQL\*Plus to log in to your database:

```
sqlplus user/password@database
```

- 4 Run the database upgrade script:

```
@path_to_script/schema-upgrade.sql
```

Your Oracle database is now upgraded.



# 5

## Understanding Server and Client Operation

This chapter contains the following sections:

- ◆ “Controlling Access and Permissions” on page 31
- ◆ “Managing Client Machines” on page 32
- ◆ “Managing Software” on page 33
- ◆ “Transactions: Making Things Happen” on page 36
- ◆ “Activations: Granting Client Access” on page 37
- ◆ “Generating Activity Reports” on page 39

### Controlling Access and Permissions

ZENworks® 6.6.2 Linux Management includes a more complex permissions and security mechanism than in previous versions. The new mechanism is based on three levels of access: Grant, Modify, and View:

Permission	Description
Grant	Grant permission allows you to grant access to an object. By default, you get the Grant permission for any object you create. Grant permission includes the Modify and View permissions.
Modify	Modify permission allows you to edit a given object. For example, if you have Modify access to a channel, you can add packages to it. Modify permission includes View permission.
View	View permission is read-only access to a given object. For example, an administrator could be given Grant permission for channel A, but only View permission for channel B. She will then know what software is available in channel B, and won't bother to ship it in channel A. However, she doesn't need Modify or Grant access to the channel.

The first administrator created is an organization administrator. This administrator is created during the initialization process during installation.

This administrator can grant organization administrator status to other administrator accounts, and receives all permissions for all objects in the organization, regardless of the permissions settings.

For multiple-organization deployments, a superadministrator account can be created, which is equivalent to organization administrator status in all organizations.

Permissions can be granted for different portions of the organization, which are represented by the following objects: administrator accounts, channels, groups, machines, packages, and activations.

Some operations require access to multiple objects. In these circumstances, an administrator must have appropriate permissions for both objects. For example, if Anne wants to have John administer channel A, she must have Grant permission for the channel, and Modify permission on John's account.

## E-Mail Notifications

E-mail notifications enable you to receive e-mail notification of transactions performed by a machine, or by a machine group. You can be notified of all transactions, or notified of failed transactions only.

The return address for notifications is set by modifying the `server_contact` parameter in `rcserver.conf`.

## Managing Client Machines

In contrast to earlier versions, ZENworks Linux Management currently places a greater emphasis on individual machines and does not require that you use a group if you are updating a single machine. Groups do, however, make most operations much easier, and tend to prevent mistakes.

ZENworks Linux Management organizes client machines using the following groupings:

Grouping	Description
Machine	Represents an individual client machine.  Individual client machines are the objects of nearly every ZENworks Linux Management action. A client machine is assigned one or more administrators and notification recipients, and can also belong to groups and be granted access to channels.
Group	Represents a pre-defined group of client machines.  A group is assigned one or more administrators, and can have report notifications, channel access, and transactions.
Machine Set	Represents the set of machines you are currently working with in the Web interface. This can include any number of groups and individual machines.  Transactions and permissions changes in the Web interface are performed through the machine set. For example, you would add a group to the machine set, then grant channel access to the machine set. See <a href="#">“Working with the Machine Set” on page 32</a> .

## Working with the Machine Set

The machine set is a special sort of grouping of machines. There is only one, and it consists of whatever machines you wish to manipulate at any given time. When you create a transaction in the Web interface, it is assumed that it is going to be applied to the current machine set.

The machine set is only used in the Web interface. For the command line, the `rcman` transaction commands are used to create associations between machines and transactions.

To understand the difference between groups, activation profiles, and the machine set, picture a room with a variety of buckets: each bucket contains some machines, and there are other machines



loose on the floor. When a new machine arrives in the room, your assistant tags it with a sticker and places it in a bucket.

Each bucket is a group, your assistant sorting the new machines is an activation profile, and the machines you're holding are the machine set. If you pick up a bucket, then the machine set consists of all the machines in the bucket. If you pick up another bucket and a pair of loose machines from the floor, then the machine set consists of all the members of both groups, plus the two loose machines.

## Managing Software

This section covers software management with ZENworks Linux Management, including control of channels, packages, and package sets.

### Channels

Channels are groups of software packages that you want to ship together. Channels are used to organize and control access to packages, usually according to operating system, software type, or some other common attribute.

### Packages

A package is an individual software package, usually an RPM, that you want to make available to client machines.

Every package or patch you distribute must be in a channel.

Most software packages include a license file, and some set a specific license display flag. When that flag is set, installation tools will ask the user to agree to the terms of license before installation. The license flag is set at build time and not by ZENworks Linux Management. To learn about building packages with license flags, see the man page for the rpm command.

The ZENworks Linux Management server will detect kernel packages and handle them properly: they are marked for parallel installation rather than upgrade, and the necessary scripts to update the bootloader are run by the daemon.

Be aware that although ZENworks Linux Management will let you ship a package for many platforms, you are responsible for determining whether it will actually work on those platforms.

One particularly tricky issue is that a small number of very low-level packages actually require sub-architectures. For example, `glibc-2.2.5-43-i686.rpm` will not install properly on a Transmeta-based computer, even though Transmeta is an x86 architecture.

Package shipped in ZENworks Linux Management have three pieces of descriptive information:

#### Package Summary

Short description of the package contents provided by the software packager. For example, the package summary for the Evolution package is “Ximian Evolution integrates email, calendaring, meeting scheduling, contact management, and task lists, in one powerful, fast, and easy-to-use application.” This information is displayed in the detailed package information page in the Web interface, as the output of the command `rug info packagename`, and in the GUI client application.

## Package Description

A more detailed description of the package contents, provided by the software packager. For example, the description of the `httpd` package is “Apache is a powerful, full-featured, efficient, and freely-available Web server. Apache is also the most popular Web server on the Internet.” This information is displayed in the detailed package information page in the Web interface, as the output of the command `rug info packagename`, and in the GUI client application.

## Update Description

Additional comments provided by the ZENworks Linux Management administrator, usually describing the reasons for shipping the package. This information appears in the Basic package information tab, and is not displayed to clients.

## SUSE 9 Patches

ZENworks Linux Management 6.6.2 includes the ability to manage and deploy SUSE patch files to SUSE Linux Enterprise Server 9, and SUSE Linux 9.1.

SUSE patch files enable you to update a software package with a newer version without reinstalling the entire package. Patch files are created and distributed by SUSE directly, relieving you of the burden of tracking and managing updates to your SUSE machines.

SUSE patch files are managed and deployed similar to packages. However, ZENworks Linux Management distinguishes between packages and patches, enabling you to manage them separately.

## Package Sets

A package set is a virtual group of packages that are treated like a single package, and have similar attributes to packages.

For example, you might create a package set called `JavaTools`, containing all the tools your engineering team needs to develop Java software. A package set provides functionality, just like a package does, and has the same sorts of conflicts and dependencies that a package does. It is, essentially, a convenient handle for a number of packages you always or nearly always manipulate at once.

In many ways, package sets behave like individual packages:

- ◆ A package set must be in a channel.
- ◆ Package sets have version numbers. Any change to a package set require a change in the version number.
- ◆ Package sets can be installed or updated as though they were packages.

However, package sets are not packages, and they have a number of important differences from packages and from the channels in which they exist:

- ◆ Since package sets are created by the server administrator, it is the server administrator, rather than the software vendor, who must change the version number for a package set.
- ◆ Package set versions are always integers, although you may designate epochs as you would with a package.

- ◆ The packages in a package set may be spread across multiple channels, but this is not recommended. If a package set includes packages from two channels, clients must have access to both of them to be able to install the package set.
- ◆ Packages within a package set may not conflict with each other, although packages within a channel may.
- ◆ If a package is part of a package set it cannot be deleted unless it is removed from the package set or the package set itself is deleted.
- ◆ Package sets override package versions: If you install a package set with xsane 9.0 on a system, and xsane 9.1 becomes available in the channel, it will not be installed, even if a scheduled transaction would otherwise install it. To have the update performed, you must add a new version of the package to the package set, increase the package set's version number, and ship the new package set as an update. Therefore, be careful adding a package to a package set if you might later want to update that package alone.

Once you have created the package set, it appears in the channel like an ordinary package. If you click on it in the package list, you can update it. The update process is identical to the creation process.

Package sets do not have requires dependencies like normal packages do. Packages you require are simply the packages in the package set.

When you change a package set you must increase the version number, or client machines will not update it.

## Examples of Using Package Sets

Consider package set P, packages A, B, and C, and the client machines system1 and system2. All three packages are already installed on system1, but system2 has only package A.

We start by creating package set P so that it contains packages A and B. If we ship the package set to both clients, it needs to be as a new install. System1 may already have all the required packages, but it does not yet have package set P. After the transaction, system1 will have package set P and packages A, B, and C, and system2 will have package set P and packages A and B.

Suppose there is now a new version of package A, which we'll call A-1.1. If we add A-1.1 to our distribution channel and tell the clients to update, they will not upgrade, because that would break package set P. To get them to upgrade, we need to create package set P-1.1, containing packages A-1.1 and B. When we ship that as an update, then the clients will install.

What if we add package C to the package set? To do so, we need to increase our version number again, to P-1.2. Then, we ship the package set as an update. System1 already has package C, so the only difference on that client is the package set version number. Note that System2 will also install package C, even if the transaction is not specifically an install transaction. It installs the new package because that is required by the upgrade. This is similar to the way that an upgrade from Evolution 1.4 to Evolution 2.0 will pull in junk-mail filtering software required by the new version.

In contrast, packages removed from package sets are not necessarily removed from the client machines. For example, we might change our package set again: P-1.3 contains packages A-1.1 and C, but not B. When the client machines upgrade to P-1.3, they are given no instructions about package B: it is no longer mentioned. Similarly, if you remove Evolution 2.0, the junk-mail filtering software it required is not removed. On the other hand, a new system installing P-1.3 would not install package B, again because package B is simply not mentioned.

To force the removal of package B from systems upgrading from P-1.2 to P-1.3, we would need to create an explicit conflict in the package set. Then, upgrading to P-1.3 would require the removal

of package B. Remember, though, that unless removals are explicitly permitted, they will cause transaction failures, so if you want packages removed, you must not only create the conflict, but also indicate that package removals are permissible for this transaction.

## Shipping a Package Set

Shipping a package set is identical to shipping a package, with one exception: channels. A package set may span multiple channels. If a client machine cannot access one of those channels, then the package set installation will fail for that client. If you spread package set contents across multiple channels, be sure that all the relevant client machines can reach all the right packages.

## Transactions: Making Things Happen

A client can receive software updates in one of two ways:

- ◆ Use the client tools to contact and request a package or patch from your ZENworks Linux Management server. Packages can be installed from any channel to which that client has been granted access.
- ◆ Receive a package or patch by being targeted in a transaction executed by your ZENworks Linux Management server.

A transaction can be anything from a simple update of a single machine, to a complex scripted interaction for multiple machines.

Transactions can include individual packages or whole channels. For a channel with security updates, including the whole channel makes more sense, as updates can be placed into the channel and deployed without modifying the transaction.

Creating a package-based transaction is useful for tighter control of the shipped software, or when you need to update the same packages frequently, such as when building regular beta versions during software development.

ZENworks Linux Management transactions enables you to perform various tasks on the client machines: simple or repeated updates, installations of new software, pre-installation downloads, script running, and rollback to earlier software installations.

In the Web interface, transactions created in the Groups page are applied to all the members of the group. Transactions created in the Transactions page are applied to the current members of the machine set.

To avoid hitting the server all at once, clients begin transactions at random times within fifteen minutes of the time you specify as the start time.

## Transaction Scripts

You can attach scripts to a transaction to be executed before and after a transaction on the client. Typically, they are shell scripts, but you may use other languages if you know they are installed on the client machine. Script creation is beyond the scope of this guide, but the `bash man` page should provide you with a good starting point.

When you add a script, you will designate it as a pre- or post-transaction script, having it run before or after the actual package transactions.

For example, you could create a post-install script, similar to the following, to restart `rcd` after a transaction:

```
'echo "rug restart" |at now + 5 minutes'
```

**WARNING:** Transaction scripts run as root on the client, so make sure you test your script thoroughly to prevent undesired results.

## Rollback: Reverting to a Previous Installation

Instead of an update or install transaction, you can also revert to a desired software configuration by date.

Transactions must be either rollback or install/update transactions, not both. If you edit a transaction to add rollback, the update and installation actions will be canceled. Rollback does not interfere with transaction scripts, however.

There are several conditions that must be met before you can use rollback:

- ◆ The rollback option must be enabled on the client machines.
- ◆ The desired rollback date must be some time after the client was installed on the client machine with the rollback option enabled.
- ◆ The software versions to which you downgrade must still be available on the ZENworks Linux Management server.

If you add a rollback action to an existing transaction, it overrides any installations, updates, or other rollback actions you have previously set for that transaction.

To enable rollback, run the following command on the client machine:

```
rug set rollback true
```

## Activations: Granting Client Access

ZENworks Linux Management requires each client to be activated against the server. This enables the server to recognize individual machines, and control permissions and other settings.

There are two ways client machines can register with the server, each suited to different sorts of installations. They are:

- ◆ Activation using a key that is associated with an activation profile. This is the preferred method, especially for large deployments. See [“Using Keys” on page 37](#).
- ◆ By placing an organization ID token in the `/etc/ximian/rcd.conf` file for each client machine. See [“Using Tokens” on page 38](#).

### Using Keys

ZENworks Linux Management enables you to create machine profiles that might consist of group membership, access to one or more channels, and one or more admins assigned to control the machines assigned to that activation.

These profiles, identified by a unique activation key, are sent to your clients. Activating using this key grants each client the privileges associated with the activation profile associated with the key.

This provides a simple way to add machines to groups, grant them access to the necessary channels, and control administrator rights and e-mail notifications.

For example, if you have a group of twenty servers you would like to update using your ZENworks Linux management, you could create a multi-use activation key that makes them a member of the

same group, and provides them access to the necessary channels. When this activation is used by each of your servers, they are granted the privileges specified by the activation.

If you change an activation, it must be re-applied to each client for the changes to take effect.

There are two types of activation keys:

- ◆ **Single use:** This activation key is connected to a specific e-mail address, and can be used only once to activate a single client. The single-use key is best for relatively small groups, or for software whose distribution you need to control precisely, requiring separate permissions for each machine.
- ◆ **Multi-use:** This activation key is not tied to a specific e-mail address, and can be used to activate as many clients as necessary (provided you have sufficient client licenses). You can create a separate multi-use activation for each type of machine in your organization, and activate each machine according to the permissions you want to grant.

You can use activations to set:

#### Channel Access

Permission to install software from one or more channels.

#### Group Membership

Membership in one or more groups.

#### Administrators

An administrator given permissions to view, modify, or grant access on an activation has those privileges on all client machines activated with that key.

#### Notification

Email addresses of individuals who can be notified of transactions or transaction failures for the machines using this activation key.

Notifications do not tell you when machines have activated, only when the activated machines conduct transactions. To check which machines have activated, visit the Reports page.

## Using Tokens

The other activation option, using an organization ID token, involves setting a unique organization ID token on each of your client machines.

The organization ID is a unique identifier number created when the ZENworks Linux Management server is initialized, and is displayed every time you log in to the Web interface. Any client presenting this organization ID is added to the list of available machines, but no access is granted.

The server administrator then decides whether or not the client is allowed access, to what groups the client belongs, and what channels the client can access.

## Managing Activations

By default, an activation key is a set of four hexadecimal numbers. However, you can choose any string shorter than 64 characters. A profile can only have one activation key at any given time, so when you set the key you will stop new registrations from clients using the old key.

Be aware that the settings in an activation are applied only when the system activates. In other words, if you activate a machine, then change the profile of the activation, the activated machine

is unchanged unless you activate it again. This is in contrast to groups: if you change the permissions for a group, then add a new machine to the group, both the old machines and the new machines reflect the changes you made.

Also, activation profile settings are additive: if you activate a machine and give it access to channel A, then activate again with a new code that grants access to channel B, the machine will have access to both channels. You can activate a machine with multiple keys, one after another, to provide it with a varying set of permissions. To remove privileges, use the individual machine, channel, or group editing tools.

Check the reports to see whether invited clients have signed up, and whether individuals who have multiple-use keys have activated them. Especially with multiple-use activation keys, make sure that no unauthorized clients have appeared and begun updating.

Once you have created one or more keys for your client machines, you can activate. To activate, use the command `rug activate` or the Red Carpet graphical client application. Using the command line allows you to write scripts that help automate the deployment process.

## Generating Activity Reports

ZENworks Linux Management server allows you to track software updates with Web-based reports, and with the command line tools. There are several default reports, and you can also create your own reports.

Reports are presented as a table, in which each row represents a single client machine action: a script run, a package installed, removed, or updated.

A transaction as created with `rman` or the Web interface may result in several actions on each machine it affects, and each of those actions are represented by a row in a report. Each column of the report then represents some aspect of that single action.

## Security, Signatures, and Certificates

ZENworks Linux Management uses SSL certificates and cryptographic signatures to verify the identity of the server and the packages it ships, respectively. All ZENworks Linux Management communications are encrypted, but there are several ways that you can increase your security with better cryptography management.

### SSL Certificates

An SSL certificate is a way for your server to identify itself to clients and enable secure transactions. There are two major kinds of certificates: those signed by a Certificate Authority (CA), and those you generate and sign yourself.

Certificates signed by a CA are more secure, because the CA guarantees the identity of the server. However, signed certificates must be purchased. If you prefer, you can generate your own certificate and sign it yourself. A self-signed certificate does not provide the same guarantee of identity, but it still prevents others from eavesdropping on client-server communications.

To purchase a certificate, consult a certificate authority such as Thawte or Verisign. To generate a certificate and sign it yourself, use the `openssl` command or another cryptography tool. See the man pages for `openssl` for more details.

## Enabling SSL Certificates

Once you have a certificate, you must install it. Place the private portion of the certificate in the same location you would for Apache, which is `/etc/httpd/conf/ssl.crt/server.crt` (for Red Hat) or `/etc/apache2/ssl.crt/server.crt` (for SUSE). Put the public portion of the certificate in `/usr/share/rd` for both SUSE and Red Hat. The value of the prefix changes depending on the operating system.

If you have purchased a CA-signed certificate, set the `require-verified-certificates` option to true in the client machines:

```
rug set require-verified-certificates true
```

An `rd.conf` file set that way would have these lines in it:

```
[Network]
require-verified-certificates=true
```

If you have generated and signed your own certificate, set that token to false.

If you have an improperly installed or unsigned SSL certificate, and the `require-verified-certificates` token on your clients is set to true, all transactions fails.

## Package Signatures

Ximian™ packages come signed by Ximian, and the client applications recognize the Ximian GPG keys. However, non-Ximian packages, including those created by you or by third parties, can generate spurious warnings if the keys are unrecognized. To prevent spurious warnings or rejected installs, add your public keys to the keyrings on the client machines.

On systems using RPM 4.1 or later, use the command `rpm --import filename`, where `filename` is a file containing your key or keys. For systems using RPM versions earlier than 4.1, use the command `gpg --import filename`.

Signing packages, like building them, is not within the scope of this manual. To learn how to sign packages, see the manual pages for the `rpm` tool.



# 6

## Performing Tasks in the Web Interface

This section contains information on performing the most common tasks in ZENworks® Linux Management using the Web administrative interface.

The Web interface is accessed by opening a Web browser to the IP address or DNS name of your server:

`https://servername`

Tasks are grouped according to the following categories, which mirror the categories in the ZENworks Linux Management Web interface:

- ◆ [“Groups” on page 41](#)
- ◆ [“Channels” on page 43](#)
- ◆ [“Admins” on page 46](#)
- ◆ [“Machines” on page 47](#)
- ◆ [“Transactions” on page 49](#)
- ◆ [“Reports” on page 50](#)
- ◆ [“Server” on page 54](#)

### Groups

For a conceptual discussion of groups, machines, and the machine set, see the following topics:

- ◆ [“Managing Client Machines” on page 32](#)
- ◆ [“Working with the Machine Set” on page 32](#)

The following tasks contain information on performing common group operations:

- ◆ [“Creating a Group” on page 41](#)
- ◆ [“Viewing Groups” on page 42](#)
- ◆ [“Deleting a Group” on page 42](#)
- ◆ [“Modifying a Group” on page 42](#)

### Creating a Group

- 1** Click the Create New Group link.
- 2** Provide a name for the group. The new group is created and the View/Edit details page appears allowing you to provide group details.

- 3 Modify the group using the Basic, Permissions, Members, and Transactions tabs. The options contained in each of these tabs are explained below.

Tab	Description
Basic	Set and view basic information about the group, including the group name and description.
Permissions	Set and view the permissions associated with the group, including the administrators assigned to the group, the channels available to the group, and e-mail notifications for this group.
Members	Set and view the members of this group.  To add a machine to a group, you must have Grant permission for the group and Modify permission for the machine.
Transactions	Set and view the transactions that are to be performed by members of this group.  Any transactions created when modifying a group are performed only by the current group, rather than the members of the machine set.

## Viewing Groups

- 1 Click the Groups link in the Novell ZENworks Linux Management Web interface.
- 2 The name and description of each group you have created appears in the Groups list. To view details about any group, click the group name.

## Deleting a Group

- 1 In the Groups list, click the name of the group you want to delete.
- 2 The basic information tab is displayed. Click the delete button and confirm the deletion.

## Modifying a Group

- 1 In the Groups list, click the name of the group you want to modify.
- 2 Modify the group using the Basic, Permissions, Members, and Transactions tabs. The options contained in each of these tabs are explained below.

Tab	Description
Basic	Set and view basic information about the group, including the group name and description.
Permissions	Set and view the permissions associated with the group, including the administrators assigned to the group, the channels available to the group, and e-mail notifications for this group.
Members	Set and view the members of this group.  To add a machine to a group, you must have Grant permission for the group and Modify permission for the machine.

Tab	Description
Transactions	Set and view the transactions that are to be performed by members of this group.  Any transactions created when modifying a group are performed only by the current group, rather than the members of the machine set.

## Channels

For a conceptual discussion of channels, packages, and patches, see the following topics:

- ◆ [“Managing Software” on page 33](#)
- ◆ [“Channels” on page 33](#)
- ◆ [“Packages” on page 33](#)
- ◆ [“SUSE 9 Patches” on page 34](#)
- ◆ [“Package Sets” on page 34](#)

The following tasks contain information on performing common channel operations:

- ◆ [“Creating a Channel” on page 43](#)
- ◆ [“Viewing Channels” on page 44](#)
- ◆ [“Adding Packages to a Channel” on page 44](#)
- ◆ [“Changing Package Information” on page 44](#)
- ◆ [“Deleting a Package from a Channel” on page 45](#)
- ◆ [“Creating a Package Set” on page 45](#)
- ◆ [“Deploying Patches” on page 46](#)

## Creating a Channel

- 1** In the Channels list, click the Create New Channels link.
- 2** Provide a name, description, and alias of your channel and click Save.  
  
The alias is used when manipulating the channel with the command line tools. It should be unique and short, and cannot contain any spaces.
- 3** The new channel is created, and the Add/Edit channels page is displayed allowing you to provide information for the channel.
- 4** Modify the group using the Basic, Packages, Patches, and Permissions tabs. The options contained in each of these tabs are explained below:

Tab	Description
Basic	<p>Set and view the channel name, description, and alias. Optionally, you can provide a channel icon and select a priority.</p> <p>Channel priority affects the choice of channels when a client is selecting software to fulfill dependencies. The higher the number, the more important the channel is considered. For the most part, you can leave this value at 0.</p> <p>The channel summary displays a list of all target platforms and the number of packages for each.</p>
Packages	<p>Set and view the packages contained in this channel. See:</p> <ul style="list-style-type: none"> <li>◆ <a href="#">“Adding Packages to a Channel” on page 44</a></li> <li>◆ <a href="#">“Deleting a Package from a Channel” on page 45</a></li> <li>◆ <a href="#">“Creating a Package Set” on page 45</a></li> </ul>
Patches	<p>Set and view the SUSE patches contained in this channel. See:</p> <ul style="list-style-type: none"> <li>◆ <a href="#">“Deploying Patches” on page 46</a></li> </ul>
Permissions	<p>Set and view the permissions associated with the channel, including the administrators assigned to the channel, and the e-mail notifications for this channel.</p>

## Viewing Channels

- 1** Click the Channels link in the Novell ZENworks Linux Management Web interface.
- 2** The name, description, and alias of each channel you have created appears in the Channels list. To view details about any channel, click the channel name.

## Adding Packages to a Channel

- 1** In the Channels list, click the channel to which you want to add a package.
- 2** Click the Add Package link.
- 3** Browse to and select the package file, usually in RPM format.
- 4** Select the target platforms by moving them from the All Platforms list to the Selected Platforms list.
- 5** Select an importance, and optionally, provide a description.
- 6** Click Save.

## Changing Package Information

If you have already created a package and you want to include additional target platforms, you can change the package information.

- 1** In the Channels list, click the channel containing the package you want to modify.
- 2** Click the Packages tab, then click the package you want to modify.
- 3** Click the basic tab, and modify the package information.
- 4** Click Save.

## Deleting a Package from a Channel

- 1 In the Channels list, click the channel containing the package you want to delete.
- 2 Click the Packages tab, then click the Delete checkbox corresponding the package you want to delete.
- 3 Click Delete.

## Creating a Package Set

All packages you want to add to a package set must already exist in a channel.

- 1 In the Channels list, click the channel to which you want to add a package set.
- 2 Click the Add Package Set link.
- 3 Provide a name, summary, and version number for the package set, then click Next.

If you are updating an existing package set, the version number must be higher than previous version numbers or it is not updated by clients.

In the version number, the first number is the major version, the second is the minor version, and the third is the release number. You may choose any integer for each value.

In the package frobulator-1.3-5.i386.rpm, the major version is 1, the minor version is 3, and the release is 5. Major versions override minor versions, and minor versions override releases. Version numbers are not normal decimal numbers: After version 1.9, expect 1.10, pronounced “one point ten.”

- 4 Select the target platform by moving it from the All Platforms list to the Selected Platforms list, then click Next.

**NOTE:** Novell recommends that you to create package sets for individual targets rather than for multiple targets.

- 5 Select the packages for this package set by selecting a channel, and searching for packages, and selecting the Add checkbox. When you have finished, click Next.
- 6 Enter additional package set dependency and conflict information if necessary, then click Save. Your new Package Set is created.

Conflict and dependency information for the package set supplements the information for the individual packages within it, so you do not necessarily need to add more information here.

You may set the following dependency information:

### Obsoletes

Packages or package sets replaced by this package set. If you do not specify a relation and version number (for example, “greater than or equal to 1.0.4”), your set will render obsolete all versions of the package you enter.

### Conflicts

Packages which must be removed before the package set can be installed. If you do not specify a relation and version number (for example, “greater than or equal to 1.0.4”), your set will conflict with all versions of the package you enter.

### Provides

Applications or libraries which are available in the package set.

## Deploying Patches

- 1 In the Channels list, click the channel to which you want to add a patch.

## Admins

For conceptual information on administrators, e-mail notifications, and privileges, see the following topics:

- ◆ [“Controlling Access and Permissions” on page 31](#)
- ◆ [“E-Mail Notifications” on page 32](#)

The following tasks contain information on performing common administrative operations:

- ◆ [“Creating an Administrator” on page 46](#)
- ◆ [“Deleting an Administrator” on page 46](#)
- ◆ [“Assigning Permissions” on page 46](#)

## Creating an Administrator

- 1 In the Admin Users list, click the Create new administrator link.
- 2 Provide a username, name, and password, then select the type of administrator you want to create.
- 3 The new administrator is created and the Add Admin page is displayed allowing you to provide details on this administrator.

## Deleting an Administrator

- 1 In the Admin Users list, click the administrator you want to delete.
- 2 On the Basic tab, click the Delete button.

## Assigning Permissions

- 1 In the Admin Users list, click the administrator you want to assign permissions.
- 2 Click the Permissions tab, then select permissions for this administrator. You can assign the following permissions:

Tab	Description
Groups	Set the groups that this account can manage.
Channel Memberships	Set the channel permissions for this account.
Administrator Accounts	Change the accounts this administrator can access.
Activations	Set the account's access to activation profiles.

# Machines

For a conceptual discussion of channels, packages, and patches, see the following topics:

- ◆ [“Activations: Granting Client Access” on page 37](#)
- ◆ [“Managing Client Machines” on page 32](#)
- ◆ [“Working with the Machine Set” on page 32](#)

The following tasks contain information on performing common machine operations:

- ◆ [“Adding a Machine” on page 47](#)
- ◆ [“Viewing Machines” on page 47](#)
- ◆ [“Deleting a Machine” on page 47](#)
- ◆ [“Managing Client Machines” on page 47](#)
- ◆ [“Managing the Current Machine Set” on page 48](#)

## Adding a Machine

Before you can work with a machine, the machine must activate to your ZENworks Linux Management server. See [“Activations: Granting Client Access” on page 37](#) for details.

After a machine has activated, you can edit it in any way you see fit, provided that you have the appropriate permissions. For example, if the machine `dev1.company.com` used a key to activate and join the group “Developers,” you can still add it to the “Workstations” group without sending another key. It does not matter whether it registered using an invitation, a multi-use key, or whether it contacted the server and requested activation using the organization ID token.

## Viewing Machines

- 1 Click the Machines link in the ZENworks Linux Management Web interface.
- 2 Use the search tools to find machines. If you want to view all machines, submit an empty search. You can view any machine that has activated to your server, given you have the necessary permissions.

## Deleting a Machine

A deleted machine is not able to perform updates, but it re-appears in the list of machines if it contacts the server again and presents a valid activation key or organization ID token.

## Managing Client Machines

The list of client machines shows one row per machine, with the machine's alias, hostname, description, and time of last contact. To edit the settings for an individual machine, click the machine name in the left-most column, just as you would for a group, channel, or administrator. This brings you to a detailed view/edit screen for that machine.

The date of last contact for each machine is color coded: a green background indicates that the machine last contacted the server some time in the past 24 hours; orange indicates contact in the last week, and red indicates that the machine has not contacted the server in at least seven days.

Click on a machine name to get more detailed information about it. There are five tabs in the detailed machine information page: Basic, Permissions, Hardware, Software, and Settings.

Tab	Description
Basic	View and edit the e-mail address, host, and alias associated with the machine.
Permissions	View and edit group membership, channel access, administration privileges, and notification addresses.
Hardware	<p>View a hardware profile for the machine in question. You can use the hardware information to do things like ship video drivers appropriate to the video cards in each machine.</p> <p>Hardware information is updated whenever rcd restarts, and when you use the rug sa command to add a service. If you add new hardware to a system, it is be reflected at the next daemon restart.</p>
Software	View the packages in installed on a machine, regardless of whether they were installed by ZENworks Linux Management.
Settings	<p>The Settings tab lets you change the same client preferences you can set by using the rug setcommand or editing the /etc/ximian/rcd.conf file.</p> <p>Below the main settings list is the list of users authorized to run the rug or red-carpet applications on the machine. Accounts created on the settings page are rcd accounts only, not actual login accounts.</p>
System	<p>Displays information about transactions that the machine has conducted:</p> <ul style="list-style-type: none"><li>◆ Pending actions since: If there are overdue transactions, this is the date when they should have run. If there are no overdue transactions, this is blank.</li><li>◆ Number of pending actions: The number of transactions that the machine has scheduled in the future.</li><li>◆ Transactions in the last 24 hours: number of transactions attempted in the last 24 hours.</li><li>◆ Failed transactions: Total number of failed transactions.</li></ul>

## Managing the Current Machine Set

Before you work with the machine set, you must add machines to it. You can do that in several ways:

- ◆ Visit a group and add all machines in the group to the current set by clicking the Add Group to Set link in the far upper right of the page.
- ◆ Add one machine at a time from the Machines page, by checking the boxes in the In Current Set column and clicking the Update Set button.
- ◆ When editing an individual machine, click the Add Machine to Set link in the far upper right of the page.

You can remove machines from the set in the machine list page or in the machine set Members tab, by unchecking the boxes in the In Current Set column and clicking the Update Set button.

Once you have added the necessary machines to the current machine set, you can work with the set as though it were a single machine. The machine set page has four tabs:



Tab	Description
Members	Displays the machines currently in the set. You can remove machines from the set here.
Permissions	This is identical to a single machine's Permissions page, except that changes made here apply to all machines in the set.
Settings	This is identical to a single machine's Settings page, except that changes made here apply to all machines in the set.
Compare	Displays a table of software differences between machines in the set.

## Transactions

For a conceptual discussion of groups, machines, and the machine set, see the following topics:

- ◆ [“Transactions: Making Things Happen” on page 36](#)

The following tasks contain information on performing common transaction operations:

- ◆ [“Creating a Transaction” on page 49](#)

### Creating a Transaction

When you create a transaction, it is applied to the current machine set. You can also assign the transaction to machines or groups after it is created.

- 1 On the Transactions list, click the Create New Transactions link.
- 2 Specify a name for this transaction.
- 3 Choose a start time and date for the transaction. The default value is the current time and date. The time you enter is interpreted as being in the same time zone the server is set to; it is then translated into UTC and stored that way. See [“Server Date Handling” on page 99](#) for details on the way that the server handles time.
- 4 Some transactions may require the removal of software. If you are sure that you want to allow the transaction to remove software, click the Remove conflicting packages checkbox.
- 5 Select the type of transaction you want to create:

Transaction Type	Description
Once Only	A basic transaction which happens once at the time you specify.
Rollback	Rollback transactions occur only once. When you select a rollback transaction, you also select the date to which you will revert all the software on the client machines.
Recurring	To have a transaction repeat, select this option and choose a repeat frequency.

Transaction Type	Description
Pre-Position	To have software downloaded in advance, choose this option and select a time and date for the downloads to begin. Pre-positioning allows you to time installations more exactly, without worrying about network traffic. The software will be downloaded at the time and date you specify as the pre-position time, and then installed at the transaction start time. Be sure to select a pre-position time that is before the start time.
Dry Run	<p>Select this option to test the transaction without performing it. If you choose Server Side Dry Run, the server will simulate the transaction without involving the client. Client side dry runs download packages and resolve dependencies, but do not install or remove anything.</p> <p>In order for a server-side dry run to succeed, all packages included in your transaction must be in channels that are visible to the clients included in this transaction. If you encounter problems when performing a server-side dry run, make sure you have granted your target clients access to the necessary channels.</p>

- 6** Click Next. If you selected Rollback for your transaction type, you are finished. If you selected other transaction types, continue on to select software for the transaction.
- 7** Select one or more channels for your transaction. You do not need to choose a channel if you prefer to work with individual packages.
 

Update means that software is only be installed if an older version is already present on the client machine. Install means that the software is installed even if it is new to the machine.

Neither updates nor installs occur if a newer version is already installed, or if the transaction would break a package set. This is not considered an error and will not trigger a failure report.

When you are done selecting channels, click Next.
- 8** Select one or more packages for your transaction. You do not need to choose a package if you prefer to work with whole channels instead.
 

When you are done selecting packages, click Next.
- 9** If necessary, select or upload pre-transaction and post-transaction scripts. Click Next.
- 10** Select additional machines or groups for the transaction. The machines in the machine set are already be selected for you. When you are done, click Next.

## Reports

The following tasks contain information on performing common reporting operations:

- ◆ [“Working with Reports” on page 50](#)
- ◆ [“Displaying Basic Reports” on page 51](#)

## Working with Reports

To begin working with the report-generation features of the ZENworks Linux Management Web interface, click the Reports button in the left side navigation menu. The Reports page contains a list of available reports. You can display the existing reports by clicking their names, and edit or delete them by clicking the Edit or Delete links beside them.

At the command line, reports may be displayed, but not created. Use the command `rman report-list` to list the available reports, and `rman report-get reportname` to display a particular report.

## Displaying Basic Reports

ZENworks Linux Management provides a series of pre-defined reports, which you can use as-is or edit to better suit your needs. They are:

Pre-defined Report	Description
Failures	Displays data about transactions that may have failed. Failures most often occur when a transaction requires the removal of software, but software removal is not permitted. They can also occur when the client requires packages that are unavailable, or when the server cannot reach the client.
Last Transaction	Displays information about the last transaction for each machine in your organization. Displays the name and time of the transaction, the machine updating, the client software it used, and any messages that the transaction may have produced.
Per Machine	Information about all transactions performed by all machines. For each machine the report displays the success and failure count, and status (failure or success) and time of the last transaction. You can see similar information by clicking on the System tab in the Machines information page.  The per-machine report lets you search by hostname or partial hostname, so that you can, for example, see the reports for all the machines in a given subnet.
Pending Transactions	The list of transactions whose first occurrence time is still in the future. Does not include any repeated transaction occurrences. Transactions disappear from this report once their scheduled start time passes, regardless of whether they have actually occurred.
Past 24 Hours	For all transactions in the past 24 hours, displays the end time, the alias for the machine, the client software, and transaction messages.
Disk Usage	Displays information for machines that are using more than 90 percent of their local disk space.  Disk usage is checked with the df command, and checking it does not use significant system or network resources.

## Creating Customized Reports

- 1 In the Reports view, click Create New Report.
- 2 Provide a name and description, then click Next.
- 3 Choose the columns you want displayed on your report, then click Add. When you are finished selecting columns, click Next.
- 4 Specify a filter rule if necessary.
- 5 Click Save.

For example, to find out which packages were updated recently by machines in the Engineering group, you would create columns for the display of machine names, package names, and transaction times, then create filter rules to limit the display to recent transactions from Engineering group machines.

Transactions appear in your reports if they have data for one or more of the columns you create and if they match your filter specifications. Transactions that do not match any of the data are not displayed. For example, if your report displays only information about transaction scripts, transactions with no scripts do not have any rows in the report.

## Adding Columns

Each column in a report provides a specific piece of information about a **machine**, **transaction**, a transaction script, or a **transaction package**. Each of those objects has different attributes. For example, a column might show the host name attribute for machines, or the time attribute for transactions.

For machines, you may display the following data:

- ◆ Email: the email address associated with the machine.
- ◆ Hostname: the hostname for the machine.
- ◆ Description: the description of the machine, as set in the Machines tool.
- ◆ Alias: the machine alias.
- ◆ Added date: date that the machine first contacted the server.
- ◆ Last contact: the last time the machine contacted the server. This could be a queue or channel refresh rather than a transaction.
- ◆ Groups: The list of groups in which the machine has membership.
- ◆ Channels: List of channels available to the machine.
- ◆ Administrators: List of administrators who have access to the machine.
- ◆ Transactions: number of transactions attempted by the machine.
- ◆ Packages: The complete list of packages installed on the machine. This is normally a very long list and should be used with care.
- ◆ Has Updates: Whether there are updates available for the machine in question. If the server has a newer version of a package than the machine does, this value will be “True.”
- ◆ Success Count: Number of successful transactions completed by the machine.
- ◆ Failure Count: Number of failed transactions for this machine.
- ◆ CPU: The machine CPU.
- ◆ Memory: Amount of RAM installed on the machine.
- ◆ Last Status: Whether the last transaction conducted by the machine succeeded or failed.
- ◆ Last Transaction: Date of the last transaction performed by this machine.

For transactions, you can display:

- ◆ Name: The transaction name, as set in the Transactions tool. Because each row represents a single package or script action on a single machine, many rows may have the same transaction name.
- ◆ Status: Whether the transaction was successful.
- ◆ End Time: Time that the machine completed the transaction and sent a success or failure message to the server.
- ◆ Target: The operating system and hardware running on the machine conducting the transaction.
- ◆ Message: A message from the server or client about the transaction. May be blank.
- ◆ Client: The client program initiating the transaction. This is Red Carpet Command Line Client for rug transactions, GUI Client for GUI client updates, or RCServer for server-initiated transactions.

- ◆ Version: The version of the client program that initiated the transaction.

If you have assigned scripts to your transactions, you can display the following information:

- ◆ Type: Whether the script was set to run before or after package transactions.
- ◆ Exit status: The exit status provided by the script. Typically a number, with 0 indicating success.
- ◆ Stderr: The standard error, or stderr, output from the script. Contains error messages or other information, depending upon the script.
- ◆ Stdout: The standard output, or stdout, from the script. Contains action messages or other information, depending upon the script.
- ◆ Time: the time the script was run.

The Transaction Package refers to the software installed, upgraded, or removed during the action described in any given row. You may display the following information about the package:

- ◆ Action: Whether the package was upgraded, installed, or removed. If a package has been downgraded, it will be displayed as package removal and the subsequent installation of an earlier version.
- ◆ Package Name: The name of the package in this action.
- ◆ Cur. Package Epoch: The epoch of the package now installed on the machine.
- ◆ Cur. Package Version: The version of the package now installed on the machine.
- ◆ Cur. Package Release: The release number of the package now installed on the machine.
- ◆ Old Package Epoch: The epoch of the package that was installed on the machine prior to the transaction.
- ◆ Old Package Version: The version of the package that was installed on the machine prior to the transaction.
- ◆ Old Package Release: The release number of the package that was installed on the machine prior to the transaction.
- ◆ Time: The time and date that red finished with the package action. This is in contrast with the transaction end time, which indicates the time that the machine finished conducting all portions of the entire transaction.

## Adding Filters to Custom Reports

Once you have selected the data objects you will display, you will want to filter them by content. Depending on the data you have chosen to display in your report columns, different types of filters will be available to you.

Specifically, if you have chosen to display any information about one type of object, you can filter by any attribute of that object. However, if you do not display any attributes of an object, you cannot filter by any attribute of the object. For example, if you display machine names, you can filter by group membership, even if group membership is not one of your columns.

- 1** Click the Add New Filter Rule link to add a new filter.
- 2** Select any of the values from the drop-down list.
- 3** Select a comparison operator: Equal To, Greater Than, Less Than, or Contains.
- 4** Enter the values you wish to search for.
- 5** If you create multiple filters, decide how to relate them. Select And to show transactions that match all your filter rules. Select Or to show transactions that match one or more.

# Server

The following tasks contain information on performing common server operations:

- ◆ [“Creating Activations” on page 54](#)
- ◆ [“Managing Your Server: Licenses, News, and Organizations” on page 54](#)
- ◆ [“Organization Management” on page 56](#)

## Creating Activations

For a conceptual discussion of activations, see [“Activations: Granting Client Access” on page 37](#).

Activations are created by clicking the Server link in the ZENworks Linux Management Web interface.

**1** Click Server, then click the activations link.

**2** Click Create to create a new multi-use (reusable) or single-use activation.

Multi-use activations can optionally have a key name and description. Single-use activations must have an e-mail address associated with the activation, and can optionally have a description.

**3** Your activation is now created.

### E-Mailing an Activation

Select one or more activations, then click the Email Selected Activations to send the selected activations to the e-mail addresses you specify.

## Managing Your Server: Licenses, News, and Organizations

The last section of the Web interface contains a number of configuration and setup items that you will use relatively infrequently, and some of which are documented elsewhere in this manual:

### Activations

For information about activation management, read [“Activations: Granting Client Access” on page 37](#).

### Cache License Management

The cache is discussed in [“The Caching Server” on page 88](#).

### News Items

The News tool allows you to create news for users to read with the rug news command or in the News section of the GUI client. You can use it to announce new software, or provide additional information on particular updates.

To enter news, click the News tab in the left hand navigation bar, and then enter a headline, link, and summary for the news item. Then, select the channel to which the news entry is most relevant, and click Save.

You can do the same thing at the command line with the rman news-add command. See the rman man page for details.

## Server Configuration

The server configuration page displays basic information about your server. These settings should not normally be changed except at install time, and are altered by editing the `/etc/ximian/rcserver.conf` file. In addition, there are several settings not displayed here, and available only through the configuration file. For example, the `server_contact` value, which sets the return address on notifications and other server mail, is set only in that file.

### Database

Type of database used in this deployment.

### Packages Path

The location of the package repository. The default is `/ximian/red-carpet-server`.

### Cache Directory

Package cache location for the template engine. This will almost never need to be changed.

### Language

The default language is `en_US`, US English. You may set this value to other standard UNIX language codes, provided that translations have been completed.

### Expire

Amount of time, in seconds, that the server will wait before expiring client authentications. In most cases, it will not need to be changed.

### Secret

This is a unique string used for authentication. In most cases, this should be left alone.

Custom branding theme, if any. Check with your sales representative if you have questions about custom branded software.

For detailed configuration information, check the man page for `rcserver.conf(5)`.

## Server License Administration

The server license administration page contains a list all the seat licenses you have available. If you have not purchased any licenses since your initial deployment, you will have only one entry in the table. Seat usage information is displayed here and when you log in to the Web interface.

To purchase additional seats for your organization, contact your sales representative, who will send you a two-part license key. To use the key, click the [Add License](#) link at the top of the list of current licenses. Enter the words as the first segment, and the code as the second, then click [Add](#) or press [Return](#). The new license key will validate itself against your existing server license and add new seats to your organization.

## Target Platforms

The Target Platforms page displays the target platforms recognized by the ZENworks Linux Management server. This is the same as using the command `rcman targets`.

From the target list page you can make two changes: hide or show a target, and delete it entirely. To hide or show a target, select the [Shown](#) or [Hidden](#) button, and click [Save](#). To delete a target, check the box in the [Delete](#) column and click [Delete](#).

You can also add or edit target platforms if you wish, although it is not normally suggested. To add a target, click [Create new Targets](#) at the top of the target list. To edit a target, click its name.

Target creation and editing allow you to specify the following information:

#### Name

Name your target. Typically this should be the name, version, and platform, separated by dashes, omitting decimal points and spaces: Red Hat 8.0 for the i386 platform is represented as redhat-80-i386.

#### Description

Enter a short description for your target.

#### Version

The version number of the operating system.

#### Arch

The architecture abbreviation, such as i386, i586, i686, ppc, or sparc64.

#### Package format

The type of packaging system used in this operating system. This is always RPM. Other formats are not supported.

#### Detect

This is a series of XML tags that allows the server to recognize the operating system. Most Linux operating systems can be identified from a particular file in the /etc/ directory, and in that case the appropriate value is:

```
<file source="[filename]" substring="[unique string in file]"/>
```

Other Unix-based operating systems have more complex identification procedures. For example, Solaris 8 must be identified by the output of the uname command, making the appropriate XML string as follows:

```
<os_name substring="SunOS"/>
<os_release substring="5.8"/>
<command source="uname -s" substring="SunOS"/>
<command source="uname -r" substring="5.8"/>
```

#### Support Level

Select a support level for the operating system: internal, presupported, unsupported, supported, deprecated, or retired. Only supported and deprecated platforms are displayed to clients.

## Organization Management

Organization management is available only for multiple organization customers. For documentation on this feature, consult the “Superadmin” manual or contact your sales or support representative.



# 7

## Performing Tasks Using the Command Line Tools

A complete reference to each command line tool is contained in the manual page for that command:

**man rcman**

The following links display each man page in HTML format:

- ◆ [rcman \(rcman.html\)](#)
- ◆ [rcmirror \(rcmirror.html\)](#)
- ◆ [rug \(rug.html\)](#)

If you can't find the right command to use in the manual page, be sure to look for commands starting with both objects in question. For example, there isn't a machine-addgroup command, because group-addmachine does the same thing.

This section contains an example ZENworks® Linux Management rollout using the command line interface. This example rollout contains examples of installation, creating groups, activations, channels, and transactions using the command line interface.

- ◆ [“Example Rollout Procedure” on page 57](#)

Additional command reference is provided for the following topics:

- ◆ [“Activations” on page 61](#)
- ◆ [“Groups” on page 61](#)
- ◆ [“Administrators” on page 62](#)
- ◆ [“Software” on page 62](#)
- ◆ [“Machines” on page 63](#)

### Example Rollout Procedure

**NOTE:** This examples uses Red Hat\* 8.0 as the ZENworks Linux Management server platform, which is no longer supported. However, the commands presented work for other supported platforms with minor modifications.

In this planning scenario, we discuss using ZENworks Linux Management to maintain a network of Linux\* systems that includes servers, a number of highly-skilled engineers, and a few non-technical users in administrative and operations roles.

The commands presented are usually based on Red Hat 8.0, and focus on the command line rather than the Web interface. However, these examples can be easily converted to work for other supported systems as well.

## Server Install

Now that your plan is complete, you can begin the deployment. The first step will be to provision and install the server. Our example administrator starts with a fresh install of Red Hat 8.0, with 10GB of disk space. She gets the ZENworks Linux Management license file `server.key` from her e-mail inbox and saves it to the hard disk. Then, she inserts the CD and enters:

```
mount /mnt/cdrom cd /mnt/cdrom./rce-install
```

Note that on SUSE® distributions, the mount point will be `/media/cdrom` rather than `/mnt/cdrom`.

After agreeing to the terms of license, she enters the path to the license file and her activation code, so that she can install any necessary updates that were not on the CD. Then, she waits for the install to finish.

Now she initializes the server:

```
/usr/sbin/rce-init -U username@email -R "Real Name" -P password
```

With the software installation part complete, she proceeds to configure it and prepare it for clients.

## Server Configuration

The client install process will end with clients contacting the server, and the server needs to be prepared for that contact, and ready to sort the clients into groups, assigning them group membership and channel access as appropriate. That means we need to create groups, channels, and activation profiles.

To create groups, our administrator enters the following commands:

```
rcman group-add --desc="Engineering Department" engineers  
rcman group-add --desc="Server Farm" servers  
rcman group-add --desc="Office and Operations Team" office-ops
```

While she is creating groups, she sets notifications for them. A notification allows her to be alerted by email for transaction failures or for all transactions performed by a machine or a group of machines. She chooses to be alerted to all server transactions, and to failed transactions from the office workstations group:

```
rcman group-addemail servers [my@address] All  
rcman group-addemail office-ops [my@address] Failure
```

Another way to check on system performance is to use reports, which are covered in [“Generating Activity Reports” on page 39](#).

Then, she creates channels:

```
rcman channel-add --desc="Security and OS updates everyone needs"  
"Security" security  
rcman channel-add --desc="Optional updates and extra software"  
"Extra Software" extras  
rcman channel-add --desc="Software development toolkits"  
"Developer Tools" devel
```

With channels and groups in place, she now needs to create activation profiles to put the group and channel privileges onto the right machines as they activate. To create activation profiles, she enters these commands:

```
rcman act-add --key=server-key
rcman act-add --key=office-key
rcman act-add --key=engineering-key
```

She has chosen her own activation keys so that they are easy to remember. Each key is unique and also serves as a name for the profile.

Activation profiles, when first created, are nearly identical: they do not provide access to anything. To change that, our administrator adds groups:

```
rcman act-addgroup server-key servers
rcman act-addgroup office-key office-ops
rcman act-addgroup engineering-key engineers
```

Then, she adds channels. All three profiles get the security channel:

```
rcman act-addchannel server-key security
rcman act-addchannel office-key security
rcman act-addchannel engineering-key security
```

The office and engineering groups get the extras channel:

```
rcman act-addchannel office-key extras
rcman act-addchannel engineering-key extras
```

Finally, only the engineers get the developer tools channel:

```
rcman act-addchannel engineering-key devel
```

## Preparing Transactions

The next step is preparing a transaction to ship a package:

1. Add one or more new packages to a channel.
2. Create a transaction and set its start time and repeat frequency.
3. Add the channel or package to the transaction, and decide on an action type (update or install).

First, our administrator adds a package to the security channel. The package file is currently on the NFS shared disk:

```
rcman channel-addpkg --targets=redhat-80-i386 --
importance="suggested" --desc="Testing the Security Update
Mechanism" security /mnt/nfs/admin/rce/frobulator-1.0.1-i386.rpm
```

She has chosen this particular update as the first one because it is non-critical. Most of the software shipped through this channel will be much more important, but for a first transaction, this minor update is ideal.

Then, she creates a transaction. Because it is a test transaction, she adds the `--dry-run=1` flag and sets it to start at 4:30 PM. She can watch it happen, then update it when she is ready to run it as a 'live' transaction.

```
rcman trans-add regular-security-update --dry-run=1
starttime="2004-02-23 16:30"
```

The next step is to associate the channel with the transaction, and select an action type. Our transaction name is "regular-security-update" and our channel is "security." The action argument for this transaction will be "U," an update transaction.

```
rcman trans-addchannel regular-security-update security U
```

## Client Install

Once the server is ready, it's time to install the clients. The process will be:

1. Install rcd and rug.
2. Start the daemon.
3. Configure the daemon.
4. Activate the machine, so that it has the appropriate permissions on the server.

All of these items can be done at once, with a script, and all the machines will have the same settings, although they will use different activation keys depending upon their group membership.

Our example administrator has already decided to install the packages from an NFS mounted disk, which conveniently happens to be available to all clients as the central network storage device. She copies the files she will need to their own directory there: packages for rcd, rug, and rcd-modules.

For every client machine, she will perform the following steps, either by hand or with a script:

1. Log in remotely.
2. Install the packages with the rpm tool:  

```
rpm -Uvh /mnt/nfs/admin/rce/*.rpm
```
3. Start the daemon:  

```
/etc/init.d/rcd start
```
4. Disable SSL certificate checking:  

```
rug set require-verified-certificates false
```
5. Change the services available to add the new ZENworks Linux Management server, and remove the default server:

```
rug service-add [https://my-server.company.com/data]  
rug service-delete http://red-carpet.ximian.com
```

Before she logs out of the machines, she has one more step. The final step varies because the three groups of machines will use three different activation keys.

- ◆ For the server machines:

```
rug activate server-key [admin@company.com]
```

- ◆ For the office machines:

```
rug activate office-key [admin@company.com]
```

- ◆ For the engineering workstations:

```
rug activate engineering-key [admin@company.com]
```

As the machines activate, they acquire the appropriate group memberships and channel access privileges. The client deployment is complete, and all that remains is to associate the clients with the transaction we created earlier.

She can do this using groups:

```
rcman trans-addgroup regular-security-update engineers  
rcman trans-addgroup regular-security-update servers  
rcman trans-addgroup regular-security-update office-ops
```

Note that the connection made here is between individual machines and the transaction. All the current members of the groups will conduct the transaction, but future additions to the groups will not. If our administrator adds to the groups, she will have to add the individual machines to the transaction, or add the whole group again.

At 4:30 PM, the server will contact individual machines, instructing them to refresh their package lists and update schedules. The machines which have old versions of the “frobulator” package will calculate dependency information and prepare to download the package and any available dependencies. Then, they will stop. The transaction reports will note that the transaction was a dry run, and whether it would have failed due to unavailable dependencies.

Satisfied that the update will work as expected, our administrator updates the transaction. She sets the start time to one which will not interfere with the daily use of the machines, adds a frequency of two days, and sets the dry-run value to 0:

```
rcman trans-update --starttime="2004-02-23 00:30"--frequency="2 days" --dry-run=0 regular-security-update
```

The transaction is ready. At 12:30 AM, all client machines will check for updates in the “security” channel, and, if they have an outdated version of “frobulator,” install a new one.

In addition, the machines will continue to check for updates every 48 hours, so any packages added to the channel will be updated without additional transaction work.

## Activations

### Key

A complete example of using key activations is contained in [“Example Rollout Procedure” on page 57](#).

### Token

To set the token, copy the organization ID token from the Web interface, and on each client run the command:

```
rug set org-id your-org-id-value-here
```

## Groups

To create a new group, you will use the “group-add” action in a similar manner to the channel addition tool:

```
rcman -U username group-add [Name of group] [group-alias] -- desc=[description of group]
```

You can update basic group information using the `rcman group-update` command and the option flags `--name` and `--desc`. The name should be a single word consisting of normal characters, and the description a short phrase surrounded by quotation marks to protect its spaces from the shell.

To change group membership, use the command `rcman group-addmachine` or `group-delmachine`. For example, to add “workstation1” to the group “Engineering” and then display all machines in the group, you would enter these commands:

```
rcman group-addmachine Engineering workstation1 rcman group-  
listmachines Engineering
```

The machine set is not applicable at the command line, so transactions on groups are slightly different. You will use the `rcman group-addtrans` command to add groups to a transaction. For example, to have the Engineering group perform the transaction “my-update,” you would run:

```
rcman group-addtrans my-update Engineering
```

## Administrators

You can control administrator access to your server using `rcman` as well as the Web interface. The commands for administrator account management are named in a similar fashion to those for package, channel, and group management. They are:

Command	Description
<code>admin-add (aa)</code>	Add an administrator. The arguments for this command are the email address, password, and real name of the administrator. This administrator has no permissions yet: you must grant them later by adding the account to various objects.
<code>admin-del (ad)</code>	Delete an administrator account. Takes a single argument: the email address of the administrator.
<code>admin-list (al)</code>	Lists all administrators in your organization.
<code>admin-listacts (alv)</code>	Lists the activations available to your administrator account. Use the <code>--admin=</code> flag to specify an administrator other than yourself. For other information, use the commands <code>admin-listchannels (alc)</code> , <code>admin-listgroups (alg)</code> , and so forth.
<code>admin-addadmin (aaa)</code>	Use this command, along with <code>act-addadmin(vaa)</code> , <code>channel-addadmin(caa)</code> and <code>group-addadmin(gaa)</code> , to edit permissions for an administrator account. The argument order here is particularly important: in the following example, the administrator “admin1” is granted permission to modify the account “admin2”: <code>rcman aaa admin1 admin2 modify</code>
<code>adminupdate (au)</code>	Update the information provided at account creation: name, email address, and so forth.

## Software

To add a channel using the command line, use the command `rcman channel-add` tool with the name and alias of the channel as arguments. A description may be added with an option flag. For example:

```
rcman -U username channel-add "Developer" dev --desc="Developer  
tools"
```

For a complete list of the options for channel creation, use the command `rcman channel-add --help`. There is an additional option available at the command line that is not available in the Web interface: Base Path.

Every package you distribute must be in a channel. The `rcman channel-listpkgs` command lists the available packages. The package list shows the name, version, and the package summary for each package available.

If you are working with more than a few packages, the Web interface becomes cumbersome. Using `rcman channel-addpkg` makes it much easier to add several packages at once, because at the command line you can use wildcards to specify a whole directory of software.

The `rcman channel-addpkg` command uses the `--targets` flag to list target platforms, and the `--desc` flag to specify a short description of the update. Following those flags, enter the alias of the channel to which you will add the package, and the filename of the package itself. For example:

```
rcman -U my@username.com channel-addpkg --targets=suse-81-i586,suse-82-i586 --desc="Security update" mychannel *.rpm
```

Adds all RPM packages in the current directory to the “mychannel” channel. The targets will be SUSE Linux 8.1 and 8.2, and the priority will be the default “suggested.”

If you have already added a package, and wish to ship it for additional target platforms, you can edit its information with the Web interface, or add it again at the command line, using different information in the `--targets` flag. To change target platforms for a package using the Web interface:

Alternately, use the `rcman channel-delpkg` command. The package deletion command takes the arguments, in order, of channel, package, and target. For package deletion, you must enter one target at a time. For example, to remove the Emacs package from the Developer Channel on both Red Hat 8.0 and Red Hat 9, you would do the following:

```
rcman -U name@mycorp.com channel-delpkg DevChannel emacs redhat-80-i386 rcman -U name@mycorp.com channel-delpkg DevChannel emacs redhat-9-i386
```

The command line tools for package sets may be confusing to those who are not familiar with dependency syntax. To add a dependency line to a package set, use `rcman pkgset-addddep` with arguments for type and value of the dependency. For example:

```
rcman pkgset-addddep "conflicts" "j2re<1.0" rcman pkgset-addddep "obsoletes" "netscape-common (any)"
```

## Machines

The `rcman machine-update` command enables you to set basic information, such as the description and alias. For example, on the machine “imap.company.com” you would enter this command:

```
rcman machine-update --desc="Mail server" --alias=imap imap.company.com
```

Permissions are managed using the commands `rcman group-addmachine` and `group-delmachine`, `machine-addemail` and `machine-delemail`, and so forth.

The `rcman machine-listpackages` command displays information about packages, and is equivalent to the command `rpm -qa`.





# 8

## Managing Clients

This section describes how to work with the client applications `rug` and `rcd`. It describes how to start the `rug` and `rcd` programs, use proxies, perform remote management with `rug`, and a variety of other features for the `rug` and `rcd` tools.

This chapter does not discuss client activation, which is covered in [“Activations: Granting Client Access” on page 37](#), nor does it discuss the graphical tool `red-carpet`, which has its own manual. You can find the Red Carpet graphical client manual in the application itself and on the Ximian™ support Web site.

- ◆ [“Installing `rug`, `rcd`, and `rcd-modules`” on page 65](#)
- ◆ [“Starting the Client Programs” on page 67](#)
- ◆ [“Simple Updates with `rug` and `rcd`” on page 67](#)
- ◆ [“Remote Client Management” on page 72](#)
- ◆ [“Package Sets on the Client Side” on page 73](#)
- ◆ [“Using Multiple ZENworks Linux Management Servers from One Client” on page 73](#)
- ◆ [“Additional `rug` Features” on page 74](#)

### Installing `rug`, `rcd`, and `rcd-modules`

To install `rug`, `rcd`, and `rcd-modules`, follow the instructions in [“Installing and Configuring Client Systems” on page 21](#). To upgrade `rug`, `rcd`, and `rcd-modules`, run the following command:

```
rug in rug rcd rcd-modules.
```

### Configuring Clients and the `rcd.conf` File

This section will cover client configuration in greater detail, and explain the configuration files for `rcd`.

If you prefer to use a configuration file rather than a series of commands to configure your client machines, you will need to create an `/etc/ximian/rcd.conf` file and a `/var/lib/rcd/services.xml` file. The first file is only a few lines long, and will look something like a Windows INI file. It has one or more sections, denoted with square brackets: `[Section]`. Each section contains one or more tokens, set to equal a particular value: `token=value`.

The `services.xml` file is not designed for hand-editing. If you prefer, you can create the file by configuring a single client, and then copy it to additional machines. You can use the commands `rug service-list`, `rug service-add`, and `rug service-delete` to display, add to, and delete from the list of servers your client will access.

The `rcd.conf` format is similar to the other configuration files you will encounter in the rest of the product. In particular, the configuration file for `remirror` is similar, although larger and more complex.

You can change the settings reflected in the `rcd.conf` file using the `rug set` and `rug get` commands. However, if you prefer to do things the old-fashioned way, you can edit the file yourself:

1. Open a text editor such as `emacs`, `vi`, or `gedit`.
2. Enter `[Network]` to designate a section about the network.
3. Enter the token `require-verified-certificates`. Set it to `true` if you have purchased or generated an SSL certificate for your ZENworks Linux Management server, and `false` otherwise (“[Security, Signatures, and Certificates](#)” on page 39 has instructions on installing an SSL certificate.) Changing this line is the same as using the command `rug set require-verified-certificates false` (or `true`).
4. If you do not wish to use package signatures, set the token `require-signatures` to `false`. To use package signatures for packages not shipped by Ximian, you must add the public key to each client's `rcd`-specific keyring. This is generally impractical, as there is no convenient way to access the `rcd` keyring through `rug`. If you plan on shipping software that is not provided by Ximian, it is best to check package signatures before you add them to your server, and then rely on client authentication and SSL certificates to secure the communications between your clients and your server.
5. For maximum security, add a `[System]` section with the line `remote-enabled=false`. This forces all client applications to be run from the local machine. If you wish to allow remote connections, note that, by default, they occur over port 505 if initiated by the server, and over port 443 for standard SSL connections.

To check your current settings, run the command `rug get`, or check the `rcd.conf` man page for a list of all the settings you can set.

A very simple file could look like this:

```
[Network]
require-verified-certificates=false

[Cache] enabled=true
```

A more complex file might look like this:

```
[Network]
require-verified-certificates=false

[Cache]
enabled=true

[System]
cache-cleanup=true
cache-size-in-mb=500 debug-level=1
repackage=false
syslog-level=1

[Server]
remote-enabled=false
```

`rcd` versions 1.5 and later support multiple servers, and store server information in the file `/var/lib/rcd/services.xml`. Earlier versions supported only one server and stored the information in `rcd.conf`. To get a list of currently available servers, enter the command `rug services-list`.

If `services.xml` does not exist, `rcd` reads the server from the host line of `rcd.conf` and create `services.xml`.

Once `services.xml` has been created, changes to `rcd.conf` do not affect the server accessed by the daemon.

## Starting the Client Programs

The Red Carpet Daemon must run on every client machine that you wish to update. It controls all package transactions, whether initiated on the client side or on the server.

The Red Carpet Daemon listens on port 505 for signals from the server, and for remote access by `rug` or `red-carpet` clients. The ZENworks Linux Management server listens on port 443 for signals from `rcd`.

**IMPORTANT:** The Red Carpet Daemon will not run if another process is using port 505. If you have another process running on this port, you can change the port that the Red Carpet Daemon uses.

From the command line, issue `rug set remote port port_number` and then restart the Red Carpet Daemon using the `rug restart` command.

You can also change the port using the Red Carpet graphical tool. From Red Carpet, click Edit, click Preferences, click the Advanced tab, then change the value for the Ports to Listen on for Remote Clients option.

To start the Red Carpet Daemon, enter the command

```
/etc/init.d/rcd start.
```

To stop or restart the daemon, use the same syntax:

```
/etc/init.d/rcd restart  
/etc/init.d/rcd stop.
```

Other daemon control commands also work. For example, you may use:

```
/sbin/service rcd [stop|start|restart]
```

Or the `rug` commands:

```
rug [stop|restart]
```

You can also include these commands in a post install script set to restart `rcd` after package installation, for example:

```
'echo "rug restart" |at now + 5 minutes'
```

## Simple Updates with `rug` and `rcd`

To perform basic updates with `rug`, become root and make sure that `rcd` is running. In general, you should subscribe to channels before installing packages from them, although you can override the rule with the `-u` or `--allow-unsubscribed` flag.

The following is a general overview of the `rug` commands and their more important arguments and flags. For a complete reference, including the flags accepted by all commands, use the man pages. You can also type `rug commandname --help` for syntax and usage help on individual commands. Alternate names and shortcuts are shown in parentheses.

## Package Management Commands

The following commands are used to manipulate packages and the package database on your system:

`info [packagename]`

Show detailed information about a package. Multiple packages may be listed, separated by spaces. The packages you request information on should be in a channel to which you are subscribed. If you want to look in all channels, use the `--allow-unsubscribed` flag.

`install (in) [packagename]`

Install the specified package or packages. Multiple packages may be listed, separated by spaces. If `packagename` designates a package which you already have installed, but for which a newer version is available, the new version will be downloaded and installed. Accepts a number of flags, including `-y` to operate with no confirmation and `-d` to download but not install software.

Packages with licenses embedded in them, and with the license flag set, will require the user to agree to the terms of license before installation.

`packages (pa) [channelname]`

List the packages in a channel. If no channel is specified, all packages will be listed. If an ambiguous channel name is specified, specific channels will be suggested. You may use the full channel name or an alias. Multiple channel names may be used, separated by spaces. Packages are normally sorted by name; you can sort by channel with the `--sort-by-channel` flag. The first column of the package list indicates the status of the package as blank (uninstalled), `i` (installed), or `v` (a different version of the package is installed). If a package is locked (see [“Locks and Locking” on page 74](#)) the status column will also display an `L`.

`remove (rm, erase) [packagename]`

Remove packages. Both `rm` and `erase` are equivalents. Like the `install` and `update` commands, `remove` accepts the `-y` flag to skip confirmation.

`search [querystring]`

Search for the query string in the list of packages; you may use multiple strings one after another, separated by spaces. By default, `search` returns only those results which include all of the query strings; substrings are counted as matches. Use the `--match-words` and `--match-any` to adjust the query as you like. There are numerous other options for the search tool covered in the man page and `--help` text.

`summary (sum)`

Display a short summary of available updates.

`list-updates (lu) [channelname]`

List updates in subscribed channels. Adding channels as arguments will limit the list to those channels you specify. If you are not subscribed to a channel, it will never have updates available, even if you name it here; you must subscribe to list updates. You may use multiple channels as arguments, one after another, separated by spaces. The list is normally sorted alphabetically by the name of the packages, but you can display it by channel with the `--sort-by-channel` flag.

update (up) [channelname]

Download and install updates. With no arguments, this will get all updates for subscribed channels. To choose specific channels, list them as arguments, separated by spaces. For single packages, use `rug install`. Note that you must subscribe to channels before updates will appear to be available. To install or update software from a channel to which you are not subscribed, use `rug install` with the `-u` option. Update also accepts the `-y` flag to turn off confirmation, and the `-d` flag to download without installing. You can also set a minimum importance level for packages with the `-i` or `--importance=` flag. Possible minimum levels are 'minor', 'feature', 'suggested', and 'urgent'.

verify

Verify system dependencies. If the system dependencies are not satisfied, `rug` will suggest the removal or installation of packages necessary to resolve the conflicts. This command accepts no arguments, but does accept the `-r` flag to permit removal of software without confirmation, and the `-y` flag to permit installs without confirmation.

**NOTE:** You may substitute standard shell wildcards in package names, although not in channel names.

## Channels and Channel Commands

To work with channels, use these commands:

channels (ch)

List available channels. Accepts the flags `--subscribed (-s)`, to list only channels to which you are subscribed, and `--unsubscribed`, to display only channels to which you are not subscribed.

mount [path]

Mount a directory as a channel, adding all packages within the directory to the channel. The platform for the channel is assumed to be the same as the platform on which you are running the command. See also the “`unmount`” command.

subscribe (sub) [channelname]

Subscribe to a channel. You may use the full channel name or the alias.

unmount [channel]

Unmount a directory that has been mounted as a channel. The opposite of the “`mount`” command.

unsubscribe (unsub) [channelname]

Unsubscribe from a channel. You may use the full channel name or the alias.

## Dependency Analysis Commands

To handle and work with dependencies, use these tools:

info-conflicts (ic) [packagename]

List all known packages that conflict with the package you name.

info-provides (ip) [packagename]

Display the functionality or libraries that a package provides. If you wish to specify a particular channel from which to get the package, use the syntax `channel:package`. This tool is particularly useful in combination with the `solvedeps` tool below.

info-requirements (ir) [packagename]

List the software that must be present before the package can be installed.

what-conflicts (wc) [packagename]

List packages that conflict with the item you specify.

solvedeps (solve) [string]

Install or remove software to meet package, application, or library. This is a serious power-user tool, and handles not only package names and version numbers but also uses logical operators to indicate ranges of versions. The ! operator is used to indicate removal. For example, the command:

```
rug solvedeps "!rpm-python" "rpm404-python"
```

remove the rpm-python package, and replace it with the rpm404-python package. Another example:

```
rug solvedeps "library.so.1" "application<1.2"
```

installs whatever package provides library.so.1 and a version of “application” lower than 1.2. The preference is for the most recent version of a package that is in a channel to which you are subscribed. See the man page for additional flags and options.

what-provides (wp) [querystring]

List packages that provide the library, program, or package that you specify.

what-requires (wr) [querystring]

List packages that require the library, program, or package you specify.

## Preferences and Preference Management Tools

Setting and getting preferences for rug does not require that you edit the configuration files.

get-prefs (get, prefs)

Displays preferences. Provide a token such as “cache-enabled” or “proxy” to display just that token and value, or without arguments to get a list of all available tokens and their current values, enter the command without arguments. Note that some token/value pairs are not displayed unless you are root. Check the rcd.conf man page for extensive detail on configuration file format and the token/value pairs that can be set and read.

set-prefs (set) [token] [value]

Set the preference token to the value you choose. These items are stored in the /etc/ximian/rcd.conf file. Check the rcd.conf man page for extensive detail on configuration file format and the token/value pairs that can be set and read. Note that the command “rug set proxy-url” changes the value “proxy” in the configuration file.

## System Commands

The following rug commands are less frequently used. They allow you to work directly with the daemon:

dump

Get an XML dump of system information. Usually used for debugging purposes; the output of this command is best directed to a file and compressed, like this:

```
rug dump>system.xml; gzip -9 system.xml
```

ping [servername]

Ping the red process on the server. If no server is specified, the current server will be pinged.

refresh

Refresh channel data for all channels.

restart

Restart the daemon. Because rug commands depend on having the daemon running, there is no 'start' command. See [“Starting the Client Programs” on page 67](#) to learn about starting the client.

shutdown

Halt the red process.

## User Management Commands

The Red Carpet Daemon allows you to grant administration access to remote individuals without actual system accounts, or to non-root users of the system. You can add and edit users in the Web interface as described in [“Managing Client Machines” on page 47](#), or using the rug command.

When you create or edit users, you have a variety of permission settings at your disposal:

Install

Whether the user may install new software.

Lock

Whether the user may set package locks.

Remove

Whether the user may remove software.

Subscribe

Whether the user may change channel subscriptions.

Trusted

Whether the user is considered trusted. A trusted user may install packages without package signatures.

Upgrade

Whether the user may upgrade software packages.

View

Whether the user may view packages. This allows the user to see which software is installed on the machine, and which software is in available channels. Note that local users are normally permitted to view installed and available packages, and that this permission is relevant only to remote users.

## Superuser

Permits all rug commands except user management and settings, which must be done locally.

To work with users at the command line, use these commands:

### user-add

Create an account with the Red Carpet Daemon so that someone can manage software on your system without logging into it directly. This command can also be used to grant administration access to non-root local users. You can use the `--password` (or `-P`) and `--user` (or `-U`) flags to specify the password and username.

### user-delete username

Delete a specific user.

### user-list

List the users that may update your system software. These are not the same as the users who have accounts on your system, but the ones created with the `user-add` command.

### user-edit

Change permissions for the user. An interactive command, with the exception of password setting, which is handled by the `--password=password` (`-P`) flag.

## Additional Commands

The following additional commands do not fit into other categories:

### help

Get detailed help on a command. If no command is specified, displays a list of all of the available commands.

### news

Display the Red Carpet news.

### recurring

Display information about recurring events, including scheduled transactions and the heartbeat (automatic channel refresh). The command provides the label for the transaction, the total number of times it has occurred, and the date and time of the next and previous transactions.

## Remote Client Management

Both `rug` and the Red Carpet graphical update tool, because they use a client/daemon structure, allow you to administer a remote system, provided that it is running `red` and that it allows remote connections.

To perform remote updates, you will need to create accounts with the Red Carpet Daemon, and then use `rug` with the `-h` option, which allows you to specify a host. Root privileges are required for account creation, but not for usage.

On the target system, do the following:

- 1 Make sure that the remote connection option is enabled:



```
rug set remote-enabled true
```

**2** Create an account with a username and password:

```
rug user-add username privileges
```

**3** You can specify privileges for the remote user interactively.

If you already have one account on the system, you can add more remotely, with the rather long command:

```
rug -h hostname.company.com -U your-username useradd new-username
```

**NOTE:** The -U flag always refers to your username, not the username of the account you are creating.

Once you have an account on the host system, you can add the -h flag to any rug command, and perform the action on the remote system. For example, to download and install all the updates available for the system at hostname.company.com, use this command:

```
rug -U username update -y -h hostname.company.com
```

**WARNING:** Be sure that you really want to perform the operation before running any command with the -y (yes to all questions) flag. You may wish to perform a dry-run (-N) transaction first, to make sure that the actions are those that you expect.

## Package Sets on the Client Side

To the client, a package set appears to be a normal package. For information about using package sets on the server side, see [“Package Sets” on page 34](#).

A package set has three possible states on the client: installed, not installed, or partially installed. “Partially installed” indicates that the package set has been installed, but that one or more of its component packages have been removed.

To avoid a partially installed state, you can lock the package set on the client with the rug lock-add command. This is equivalent to locking every package in the package set.

The client keeps track of the package set state.

You can use rollback with package sets just as you would with packages.

## Using Multiple ZENworks Linux Management Servers from One Client

As of Red Carpet 2.0 you can use multiple servers for a single client. Each server is called a service, and is manipulated with the following commands:

```
rug service-list
```

Displays a list of services currently known to the client. Other commands that refer to services or take the --service= (-s) option flag allow you to refer to these services by name, URL, or number.

```
rug service-add
```

Add a service. As an argument, provide the URL of the service. For example, rug add service https://my-server.com/data.

`rug service-delete`

Delete a service. As an argument, use the name, number, or URL of the service you wish to delete.

If you use multiple servers, you must name them individually when performing server-specific actions, such as activation. Do so with the `--service=` flag:

```
rug activate --service=1 [key] [email@address]
```

## Additional rug Features

Additional features available only in the command-line tool include: extra preferences settings, locking (update exclusions) and a history/rollback feature.

## Getting and Setting Preferences

The Red Carpet client applications share a set of preference properties manipulated with the `rug get` and `rug set` commands.

To set the value for a key, use `rug set` with the key you wish to set and the value as arguments. For example, if you are working entirely inside a firewall and feel that it is not necessary to verify system certificates, you would enter the command:

```
rug set require-verified-certificates False.
```

## Locks and Locking

The `rug` client allows you to place a lock on one or more packages. Packages which are locked cannot have their installation status changed without a specific, explicit command. That is, if you have installed and locked a package, and try to perform an upgrade, installation, or removal which would otherwise remove or upgrade your locked package, your action will fail. To override the lock, you will have to specify which actions to take. For example, if `libfoo` is locked at version 1.0, and your planned upgrade requires 1.1, you would have to use the command `rug install libfoo-1.1` before proceeding with the planned update.

There are three locking commands, each of which has a two letter shortcut. To create a lock, use `rug lock-add` or `rug la`. To list all the locks by number, use `rug lock-list` or `rug ll`. And to delete a lock, use `rug lock-delete` or `rug ld`, specifying the number of the lock you want to delete.

### Adding Locks

Locks can be added with the command `rug lock-add`. You can lock packages based on their name, version number, channel, importance, or a combination. For example, to lock the status of the `Evolution` package on your system, you would use the command `rug lock-add evolution`.

A more complex example uses wildcards to match patterns in package names: `rug lock-add *kernel*` prevents any kernel updates.

You can also use mathematical relation operators to choose ranges of version numbers. For example, if you want to install any minor updates to `Evolution 1.2`, but do not want to upgrade to the development releases (1.3 series), you could use the command: `rug lock evolution<1.3` to lock the version number below 1.3.

If you override a lock, it will still exist for future operations. For example, if you have locked your Apache package, but then upgrade it specifically, it will still be locked and to upgrade it again you will need to repeat the override. Note also that the rollback feature ignores locks; see [“Rollback to Previous Configurations” on page 75](#) for more information.

To use channel or importance settings, use the `--channel=` or `--importance=` flags (abbreviated `-c` and `-i` respectively). Importance sets the minimum importance level at which a package will be installed. For example, to install only updates deemed 'urgent,' but not those described as 'minor', 'feature', or 'suggested,' you would enter the following command:

```
rug la --importance="urgent"
```

## Listing and Deleting Locks

Locks are displayed as a numbered list, which you can see with the `rug lock-list` command. To delete a lock, use `rug lock-delete` and specify the number of the lock you wish to delete.

## Using the Update History

The `rug history packagename` searches log entries for the package you specify. Accepts a variety of flags, detailed in the man page.

## Rollback to Previous Configurations

The command `rug rollback` reverts software to the state it was in on the date you specify. It accepts the `-y`, `--dry-run`, `--allow-removals`, and `--download-only` option flags. It works in the same fashion as rollback transactions initiated by the ZENworks Linux Management server.

For example, if you have version A of an application installed, and upgrade to version B, and decide you don't like it, you can use `rollback` to switch to version A. If, having done so, you decide you really did prefer version B, you can go back to B with the same command.

There are a few caveats, however, with this feature.

- ◆ You must turn on the rollback option on the client. enter the command `rug set rollback true`. See the manual pages `rcd.conf(5)` or `rug(1)` for more information.
- ◆ Rollback only works on systems using the RPM package system.
- ◆ Rollback is by date, but it only affects packages that have been changed using `rcd` clients.
- ◆ Any packages to which you downgrade must still be available on the ZENworks Linux Management server.
- ◆ The rollback option does not store a complete archive of each package you remove or upgrade, but it increases the amount of disk space used, and increases the time it takes to upgrade or remove software during normal transactions.

**NOTE:** Rollback automatically overrides any package locks.



# 9

## Larger Deployments and Advanced Features

This chapter contains the following sections:

- ◆ [“rcmirror” on page 77](#)
- ◆ [“Using Oracle with ZENworks Linux Management” on page 87](#)
- ◆ [“Distributing Linux Operating Systems and Support Packs” on page 87](#)
- ◆ [“The Caching Server” on page 88](#)

### rcmirror

To simplify the process of distributing large numbers of packages, especially entire channels, ZENworks Linux Management includes the `rcmirror` command. You can use it to move software from a server hosted outside your network ("the remote server") to your local server, so that you can redistribute the software to all your client machines.

The command creates a duplicate of full or partial channel contents from a remote server. The most obvious use is to create a duplicate of a channel on one of the servers hosted by Ximian, moving it from the Internet to your ZENworks Linux Management server. The server that is mirrored may be a ZENworks Linux Management, Red Hat Network, or YaST server.

The `rcmirror` usage process typically works in the following fashion:

1. System administrator creates configuration file `rcmirror.conf`, which details specifics of the remote and local servers, as well as which channels and packages will be copied.
2. System administrator sets a cron entry or other scheduled time for `rcmirror` to run.
3. Using the `rcmirror.conf` file, `rcmirror` determines what channel data to request from the servers.
4. `rcmirror` logs in to the remote server and downloads information about selected channels.
5. `rcmirror` logs in to the local server as a standard client, and downloads information about those same channels.
6. Channel data from the remote and local servers is compared with the package and target filtering information from `rcmirror.conf`, to determine which packages need to be downloaded.
7. Packages are downloaded from the remote server.
8. `rcmirror` logs in to the local ZENworks Linux Management server as an `rcman` administrator and adds the packages to the server in the appropriate channels, creating channels as necessary.

For a complete example of how to use `rcmirror`, see [“An Example `rcmirror` Deployment” on page 83](#).

You will note that during this process, rcmirror must authenticate itself twice. When logging in to a ZENworks Linux Management machine, it uses the same sort of authentication as an rcd client. For rcm, it will use the email address and password of a ZENworks Linux Management administrator.

The rcmirror command uses the same identification strings as rcd when downloading packages and package information. However, it is not actually an rcd client, and does not use any of the settings in rcd.conf.

ZENworks Linux Management comes with a Red Carpet Express activation key. We suggest that you use rcmirror as a Red Carpet Express client for access to dedicated high-bandwidth servers.

You can also use a staging server to download software from Ximian or other distributors on the Internet; this allows for thorough testing and a more complete separation of the production environment from the Internet at large. You can do this easily using rcmirror: first mirror from the Internet to your staging server, then, from the staging server to your production server.

## Flags and Arguments for rcmirror

rcmirror accepts no arguments, and draws the vast majority of its information from its configuration file, covered in [“Configuration File Format for rcmirror” on page 79](#).

By default, only root users can run rcmirror. To grant rcmirror access to a non-root user, give permissions to rcmirror.conf and the rcmirror cache location (var/cache/rcmirror).

The command accepts the following option flags:

**-c, --conf [filename]**

Use the configuration file [filename] instead of the default ( /etc/ximian/rcmirror.conf).

**-h, -?, --help**

Print help information and quit.

**-n, --dry-run**

Display actions that would be performed with this command, but do not actually perform any actions.

**-l, --list-channels**

List the channels available on the remote server.

**-p, --list-packages [channel]**

List the packages available in the specified channel.

**-a, --list-patches [channel]**

List the patches available in the specified channel.

**-t, --target [target]**

Narrow the channel or package listing (-l or -p) to the specified distribution target.

**--syslog**

Log the rcmirror output to syslogd.

**--email [address]**

Send the rcmirror output to the specified email address.

## Configuration File Format for rcmirror

The default configuration file for rcmirror is `/etc/ximian/rcmirror.conf`, although you can use the `-c` or `--conf` flags to specify another file if you wish. The file format is that of GNOME applications, which should also be familiar to Windows users who know INI files: sections are named in square brackets, and each section contains one or more token/value pairs, one definition to a line.

You can find example `rcmirror.conf` files in `/usr/share/doc/packages/rcmirror/` (for SUSE systems) or `/usr/share/doc/rcmirror/` (for Red Hat systems). The files are named `rcmirror-full-example.conf`, `rcmirror-rhn-example.conf`, `rcmirror-yast-example.conf`, and `rcmirror-ximian-example.conf`. Respectively, they demonstrate a variety of mirroring options, and focused mirroring of RHN, YaST, and Ximian servers.

Before running rcmirror, you will need to edit the default `rcmirror.conf` file, which provides several suggested templates as examples.

There are four types of section you may create:

### [rcmirror]

There can be only one [rcmirror] section per configuration file. It supports a single token: `cachedir`.

The `cachedir` token is the path to a directory you wish to use for downloaded files. This directory must exist, and it must be writable by the user that is running rcmirror.

If the [rcmirror] section is absent or `cachedir` is not set, rcmirror uses a temporary directory in `/var/tmp` for all downloaded files. That directory is completely removed on exit, regardless of the success of the rcmirror run.

If `cachedir` is set, its contents will only be removed on the success of the mirroring run. Anything that is already in that directory will not be downloaded on the next mirroring run.

Note that this behavior is only relevant when mirroring fails - in general, rcmirror only downloads files that are missing from your local server.

### [remote]

There can be only one [remote] section per configuration file. The section can have the following tokens:

`base`

The `base` token is the path to the server you wish to mirror from.

Mirroring from servers hosted by Ximian: Set the value to the URL of the RCX server, beginning with `https://`. If you are running as root, you do not need to provide the username or password tokens, as these are read directly from files in `/etc/ximian`.

From the free YaST Service: Set this value to the mirror of your choice, beginning with `http://` or `ftp://`. SUSE maintains a list of update mirrors on its Web site.

From SUSE Maintenance Web (authenticated YaST updates for SUSE enterprise products): Set the value to your SUSE update server.

In some cases, usually in development or testing, `base` may be a path to a file, or an `http` URL.

`proxy`

If you use an HTTP proxy, set the `proxy` token to that server's name and port. For example:

**`proxy=http://proxy.location.corp.com:3182`**

Proxies that require authentication are supported in ZENworks Linux Management.

type

If you are mirroring from authenticated Ximian servers (Red Carpet Express or ZENworks Linux Management): You do not need to set this token.

From Red Hat Network: Set the value to `rhn`. If you wish to mirror anything other than the operating system running on your server, you must also set the `systemid` token. The proxy and base tokens are not set when using RHN.

From Red Carpet basic servers: Set the value to `basic`. You will also need to set the base token, but not user or password.

From YaST: Set the value to `yast`. For SUSE Maintenance Web you will need to set the base token as well.

systemid

This token is used only for mirroring from Red Hat Network. Its default value is `/etc/sysconfig/rhn/systemid`. If you are running ZENworks Linux Management on a Red Hat Linux operating system, and wish to mirror that same operating system from RHN, you do not need to set this token.

To mirror anything other than the operating system actually running on your local server, you must use a different `systemid` file, and set this value as the path to that file.

RHN will only grant access to one operating system per `systemid` file, so if you want to mirror another OS, you need another `systemid` file. In addition, there can be only one `[remote]` section per `rcmirror` configuration file, so you will need a second configuration file as well.

Using two configuration files and two `systemid` files is only moderately complicated: the files will be nearly identical, and you can use the `--conf` flag to specify which configuration file you wish to use when executing `rcmirror`. It may help to run the mirror actions at different times, to avoid saturating your bandwidth.

To get a `systemid` file, copy it from a registered RHN client that is running the operating system you wish to mirror. The file is found at `/etc/sysconfig/rhn/systemid`.

The proxy setting in `rcmirror` does not work with RHN: you must set the proxy with `up2date`, or edit the `systemid` file, changing the value `"httpProxy"` to your proxy and port, and the value `"enableProxy"` to 1.

user and password

Mirroring from RHN: Neither user nor password are required when mirroring from RHN.

Mirroring from SUSE Maintenance Web: `rcmirror` can read the user and password values from the `/etc/sysconfig/onlineupdate` file generated by YaST. If you have not run and registered YaST Online Update on your ZENworks Linux Management server, set the user token to your SUSE product registration code, and password to the password you set when registering the product. The public YaST service does not require authentication.

Mirroring from Ximian servers: If you are running as root, `rcmirror` can discover these values automatically. If you are not, you can find the user value in `/etc/ximian/mcookie`, and the password value in `/etc/ximian/partnernet`. These two tokens identify the machine to the remote server. If you have ever used `rug` or `red` on this machine, the files will already exist. However, you must make sure that the machine has permission to access the channels you wish to mirror. You must do this regardless of whether you put the user and password values into the file. To do so, do the following:



1. Your sales or support representative will give you a valid activation key.
2. Enter the command:

```
rug service-add https://update.novell.com/data
```

This will make the Red Carpet client access the Ximian Red Carpet Express server (if it is not already pointed there). If you wish to use a different remote server, substitute it for the one in the example.

To apply ZENworks Linux Management 6.6.2 Hot Patches, see TID 3998128 at [Novell Support Web site \(http://www.novell.com/support\)](http://www.novell.com/support).

3. To activate the machine, use the command:

```
rug activate -s [remote-server] [key] [email@address]
```

You may specify the remote server by URL, name, or number. Use `rug service-list` to determine which values to enter. If you are using only one server, you can omit the `-s [servicename]` portion entirely.

4. If you wish, use `rug service-delete` to remove the Red Carpet Express server from your `rcd` service list.

[local]

The [local] section describes the machine which is running `rcmirror`. It may have the following tokens:

`type`

Sets the type of server, which may be `rce` (ZENworks Linux Management) or `static` (plain directories of files). If you do not set this token, it is assumed to be `rce`.

If the value is `static`, `rcmirror` will produce a simple directory tree of package files. If the value is `rce` or the token is unset, `rcmirror` will insert the packages into the server noted in the base value.

`rcmanuser` and `rcmanpassword`

The username and password for an `rcman` administrator. The account must have control over the channel or channels being mirrored. It's a good idea to use an `md5` hash instead of putting your password directly into a configuration file:

```
echo -n "password" | md5sum
```

[channel]

The [channel] section is the description of a single remote channel that is to be mirrored. There may be multiple channel sections per file. There is one required token, `name`. You may also use the tokens `localname`, `target`, `excludetarget`, `package`, `excludepackage`, `patch`, `excludepatch`.

**name** specifies the channel you will be mirroring from the remote server. For example, "ximian-gnome", "redhat-73-i386", and "openoffice" are all channel names.

**localname** gives the channel a different name on your server than it does on the remote server. For example, if you were mirroring a channel called "mono-software-devel-kit-redhat-80-i386" and wanted a more convenient name you could enter `localname=mono`.

**target** token limits the mirroring to the specified distribution target. This is matched with a shell-like globbing function, so you can specify `redhat-73-*` to get Red Hat Linux 7.3 for all supported architectures, or `redhat-*` for all versions of Red Hat Linux. You can specify multiple target tokens in one [channel] section. Any target matched by any of the `targettokens`

will be marked as eligible for mirroring. If no target token is specified, all supported targets will be mirrored.

**excludetarget** excludes a target from the list to be mirrored. This is matched with a shell-like globbing function, so you can specify `redhat-*` to exclude all variants of Red Hat Linux. You can specify multiple "excludetarget" tags in one [channel] section. All target exclusions are performed after target tags have been processed.

**package** token limits the mirroring to a specified set of package names. Semantics are the same as with the target token. Globbing is allowed, and multiple package tags result in all matching packages being mirrored.

**excludepackage** excludes a package from the list to be mirrored. Globbing is allowed, as are multiple excludepackage tags. All package exclusions are performed after package tags have been processed.

**patch** token limits the mirroring to a specified set of patch names. Semantics are the same as with the target token. Globbing is allowed, and multiple patch tags result in all matching packages being mirrored.

For example, many administrators choose to create a separate channel for kernel modules and patches. This example sets `rcmirror` up to exclude mirroring kernel patches from the main SUSE 9.1 channel, and instead mirrors them from a kernel specific channel:

```
[channel]
name=suse-91-i586
excludepatch=kernel*
```

```
[channel]
name=suse-91-i586
localname=suse-91-i586-kernel
patch=kernel*
```

**excludepatch** excludes a patch from the list to be mirrored. Globbing is allowed, as are multiple excludepatch tags. All package exclusions are performed after package tags have been processed.

[product]

The [product] section allows you to mirror specific pre-arranged sets of software from Ximian. It was designed to provide an easy method of installing Ximian Desktop or Ximian Evolution on a large number of systems. Each "product" consists of a set of "components," each of which represents a set of packages. A component is roughly analogous to a package set, or one of the "task" packages from the Debian distribution.

**WARNING:** Mirroring More than you Bargained For

`rcmirror` will also pull in the operating system for any given product mirrored. If you have mirrored the operating system under a different name, `rcmirror` will download it again. If you do not specify a target when mirroring a product, `rcmirror` will fetch the product, plus the entire operating system, for all available targets. To avoid downloading more than you wanted, be sure to set target or excludetarget token.

As in other `rcmirror` operations, the [product] section causes `rcmirror` to fetch software from Ximian servers and add it to the local server. If you use the [product] section, `rcmirror` will also fetch the XML files used by the Ximian installer, making it possible to use the Ximian installer with your local server.

`rcmirror` will also create a package set for each component of the product mirrored, containing the individual packages for the component. These package sets make it more convenient to install the large bundles of software contained in products. The naming scheme for the package sets created in this manner is "product-component-pkgset." For example, when

mirroring the "ximian-evolution" product, the package set "ximian-evolution-pilot-pkgset" is created on the local server, containing a set of PalmOS synchronization packages.

The [product] section uses the name token, followed by target and excludetarget as in the [channel] section.

**NOTE:** Mcookie, Partnetnet, and Identity

The mcookie and partnetnet files define the identity of a Red Carpet client machine, and do not normally change. Copying those files copies the identity of the client. You may use the values created on a different machine if you wish, although there is no good reason to do so.

## An Example rcmirror Deployment

This section will demonstrate using rcmirror to copy software from Ximian servers to your ZENworks Linux Management server.

As with a ZENworks Linux Management deployment, the first step in using rcmirror is planning: you need to decide what software to mirror, and where to get it. After that, it's a matter of writing a configuration file, testing, and scheduling a repeated rcmirror job with cron.

### Planning a Mirror

As a rule, you should mirror the complete distribution for all operating systems you support, the Ximian Red Carpet tools, and additional Ximian products you plan to use, such as Ximian Desktop or Ximian Evolution. Most operating systems and all Ximian products can be mirrored directly from Ximian. However, the "Enterprise" versions of many operating systems have redistribution restrictions that mean you must download from the vendor directly.

To mirror from an OS vendor as well as from Ximian, you will need an additional configuration file and mirror action. You will need one file per source; for Red Hat Enterprise offerings you will need one file per version of the operating system.

### Writing a new rcmirror.conf file

Writing a configuration file is not as difficult as it sounds, but it's a little complicated.

Before anything else, make a working copy of the rcmirror.conf file, and keep a backup of the default, just to be safe. The default file consists almost entirely of examples, so you can just go through the file and remove the comment symbols (#) from the lines you want to use. Also, check the additional example files (rcmirror-yast-example.conf, rcmirror-full-example.conf, and so forth) for more information.

**NOTE:** Permissions and Activation

Because rcmirror logs in to two services, it must have two sets of access permissions. At the remote server it logs in to download packages and package information; at the local server it logs in again as an rcmadmin administrator to add packages.

If you installed from CD, it is likely that you have not yet activated your local machine against the servers hosted at Ximian. Your sales or support representative will provide you with an activation key, and you can run the following activation commands as described in the network install instructions:

```
rug service-add https://update.novell.com/data rug activate -s https://  
update.novell.com/data [key] [email@address]
```

Section one is [rcmirror] and the suggested contents for the section are cachedir=/var/cache/rcmirror. That's simple: we want a cache directory in case something fails. Make sure that the directory /var/cache/rcmirror exists and is writeable.

The next section is [remote], controlling the connection to the remote server. For this example, we'll be mirroring from the Ximian Red Carpet Express server:

```
[remote]
base=https://update.novell.com/data/
```

**NOTE:** Other Types of Remote Servers

See “[Configuration File Format for rcmirror](#)” on page 79, the rcmirror.conf man page, or “[Red Hat Network and rcmirror](#)” on page 85 for information about using Red Carpet basic, YaST, or Red Hat Network servers and the **type** token.

Note that ZENworks Linux Management version 2.0 clients, including rcmirror and rcd, will not work with 1.4 servers.

The [local] section defines access to the local ZENworks Linux Management server. In this case, we only need to define the rcmuser and rcmpassword values. Everything else can be left at its default.

For the rcmuser value, enter a login name for the ZENworks Linux Management server. For rcmpassword, use your password or the output of the command:

```
echo -n "password" | md5sum.
```

Our [local] section looks like this:

```
[local]
rcmuser=email@address.company.com
rcmpassword=5f4dcc3b5aa765d61d8327deb882cf99
```

The last section is easy enough: defining the software we will mirror:

```
[channel]
name=redhat-80-i386
```

## Mirroring In Action

The first test is checking to see if the channels are listed properly:

```
rcmirror -l
```

You should see only one channel listed: redhat-80-i386

To perform a full run of the program, type:

```
rcmirror -c /path/to/my-rcmirror.conf
```

When you are sure that it works, copy the new rcmirror.conf file into the /etc/ximian/ directory and add rcmirror to the server's crontab for nightly execution (see man cron or man anacron for more information about scheduling events).

Now, any new packages added to the Red Hat 8.0 channel will appear on your ZENworks Linux Management server overnight. If you have set up a recurring update transaction for that channel, the packages will be automatically installed on your client machines as well.

## SUSE 9 Patches and rcmirror

ZENworks Linux Management has the ability to mirror SUSE patch files and apply them to your SUSE 9 machines. These patch files are created and distributed by SUSE using the YaST Online Update (YOU) system, and are usually applied using YaST.

ZENworks Linux Management has incorporated the ability to download and install these patches, enabling you to use a single server to distribute you software as well as SUSE patches.

When you mirror a ZENworks Linux Management server, patches are mirrored automatically. New options are included in the `rcmirror.conf` file to select and exclude patches much like you would packages. If the server you are mirroring provides patches, you do not need to do anything to enable patches, they are mirrored automatically, given that there are patches which meet the criteria specified by the `patch` and `excludepatch` flags.

You can also mirror a SUSE YaST Online Update server, though you will receive only patches, rather than patches and packages as you would if you mirrored a ZENworks Linux Management server.

## Red Hat Network and rcmirror

Rcmirror can download packages from RHN and add them to a ZENworks Linux Management server for distribution within your organization.

Mirroring Red Hat Enterprise Linux from a Red Hat Network server differs only slightly from the example contained in “[An Example rcmirror Deployment](#)” on page 83. This section shows you how to check your RHN registration, add the appropriate channels to your ZENworks Linux Management server, and create an `rcmirror.conf` file for RHN.

### Check Registration and Channel Availability in RHN

**NOTE:** As of ZENworks 6.6 Linux Management, `up2date` is no longer used to contact the Red Hat Network, as `rcmirror` can now contact the Red Hat Network directly.

If you are mirroring from Red Hat Network, check your registration and channel availability with the command:

```
up2date --nox --show-channels
```

If you are registered, you will see the list of channels available, such as:

```
[root@10-0-0-233 ximian]# up2date --nox --show-channels redhat-advanced-server-i386 redhat-stronghold-i386 bea-weblogic-jrocket-i386-7.0
```

If you are not registered, do so with the `rhnc_register` command.

After registration, add channels to your RHN subscription by doing the following:

1. Go to <http://rhn.redhat.com> and log in.
2. Click the Systems tab of the Web page.
3. Click View System and select the system (machine) you have registered.
4. Click the Channels link to view the channel subscriptions.
5. Select the channels you wish to mirror by clicking the check boxes next to them.
6. Then click the Change Subscriptions button.
7. Now, the command `up2date --nox --show-channels` provides you with the list of channels available to mirror.

## Create Channels and Groups on the ZENworks Linux Management Server

Once you have ensured that you can access the software on your remote server, you will need to prepare the local server to receive it. First, select a ZENworks Linux Management administration account that will manage the mirroring procedures. You may use an existing administrator or create your own. If you create a new one, make sure that the account has full organization privileges, rather than just channel or group privileges.

The `rcmirror` process will create channels for the mirrored software, so you do not need to create them beforehand. However, you may wish to create groups of clients at this time. Here's how:

1. Create a new group, controlled by your chosen administrator account. This is the group to which you will distribute the mirrored software. Using the command line, you might enter:

```
rcman group-add "Red Hat Enterprise Clients" rhel-clients --
desc="Machines updating RHEL" rcman ga "Stronghold Clients"
stronghold-clients --desc="Machines with Stronghold" rcman ga
"JRockit Group" jrookit-group --desc="Machines with JRockit"
```

2. Generate new activation keys and add the group or groups to them. For example, for the `rhel-clients` group, you might do the following:

```
rcman act-add --key=rhel-activation-key rcman act-addgroup
rhel-activation-key rhel-clients
```

The client machines can now activate and will be easily grouped when you wish to ship software to them.

## Write the `rcmirror.conf` File

Finally, you are ready to create your `/etc/ximian/rcmirror.conf` file. Open a text editor and begin:

1. The `[remote]` section will be very simple: `type="rhn"` is the only token you need.
2. The `[local]` section will contain only the `rcmanuser`, and `rcmanpassword` tokens. The `rcmanuser` and `rcmanpassword` tokens are, of course, the username and password for a ZENworks Linux Management administrator account. We strongly suggest that you use an md5 hash of the password as described in the last example.
3. The `[channel]` section should include the names of the channels you wish to mirror, such as `redhat-advanced-server-i386`.

The resulting file will look like this:

```
[remote]
type=rhn

[local]
rcmanuser=my-rce-admin@ximian.com
rcmanpassword=md5sum-of-my-password

[channel]
name=redhat-advanced-server-i386
[channel]
name=redhat-stronghold-i386
[channel] name=bea-weblogic-jrookit-i386-7.0
```

## Test and Run

Once you have completed setup, you should run a few tests to make sure everything will go according to plan. First, list the channels your file will mirror, using the command:

```
rcmirror --list-channels --conf=[my-rcmirror-file]
```

You should see all the channels for which you have created a [channel] section in the configuration file.

If that list of channels is indeed the one you wish to mirror, use the -n or --dry-run flag, to perform a test, checking the servers and get package information, but not downloading packages or adding them to the server:

```
rcmirror --dry-run --conf=[my-rcmirror-file]
```

If you are satisfied, run without the --dry-run flag: `rcmirror --conf=[my-rcmirror-file]`. The download may take quite awhile, especially the first time you run it, depending upon the number of packages you are downloading.

When you are ready to ship the software, create a transaction as described in [“Transactions: Making Things Happen” on page 36](#).

## Using Oracle with ZENworks Linux Management

The default database in ZENworks Linux Management is PostgreSQL, which is sufficient for most installations. However, if you have an existing Oracle 9i database deployment, it can be configured for use with ZENworks Linux Management in certain configurations, in place of PostgreSQL.

Oracle database support is limited to the following configuration:

- An Oracle 9i database running on any platform supported by the Oracle database.
- A TCP listener running on your Oracle 9i database, which can be contacted by your client using onames or tnsnames.
- ZENworks Linux Management installed on Red Hat Enterprise Linux 3 Advanced Server.
- The Oracle 9i client libraries installed on your ZENworks Linux Management server. The recommended Oracle client is Oracle 9i client, Release 2.

Details on configuring Oracle for use with ZENworks Linux Management are contained in the *ZENworks Linux Management Oracle Configuration Guide*, available on the [ZENworks Linux Management Documentation site \(http://www.novell.com/documentation/zlm/index.html\)](http://www.novell.com/documentation/zlm/index.html).

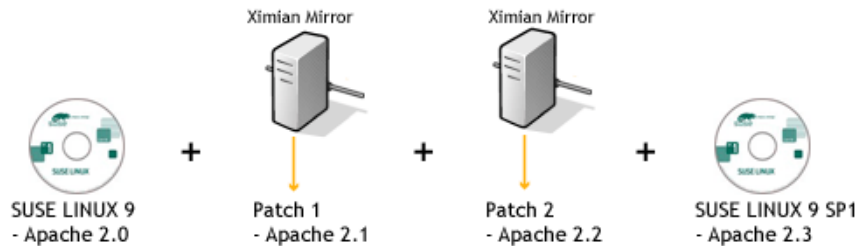
## Distributing Linux Operating Systems and Support Packs

To distribute a linux operating system, you must initially populate the channel with the original packages from your distribution CDs. You must then update the channel using `rcmirror` before you apply any service packs. These updates could come from a variety of sources, including the Ximian mirror (see [“rcmirror” on page 77](#) for details). After this channel is updated, you can then apply the appropriate service pack.

For example, let's say there are two patches available for the Apache 2.0 server between the initial release of SUSE LINUX 9, and Service Pack 1. Apache 2.0 might be on the distribution CD,

versions 2.1 and 2.2 could be distributed as patches from the Ximian mirror, and version 2.3 could be contained in Service Pack 1.

To make sure everything is updated correctly, these updates should be applied in this order:



The following procedure outlines the process you should follow to ensure that these updates are correctly applied. This process must still be followed even if there is a service pack available when you initially distribute an operating system.

To Distribute a Linux operating system:

- 1** Create a channel for your Linux operating system and populate the channel from your distribution CDs.
- 2** Update your channel using `rcmirror`. This downloads all available updates and patches to the packages you copied from your distribution CDs.
- 3** After you have obtained the available updates and patches, you can then add the packages from any available service packs.

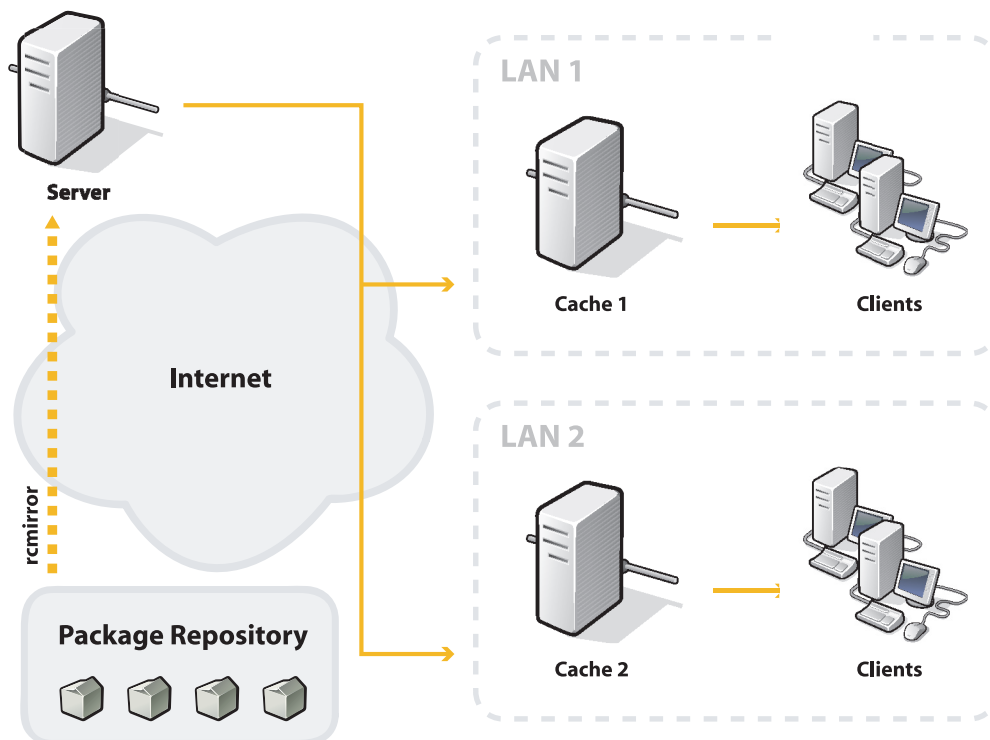
Do not add any packages from a service pack until you have obtained any available updates and patches.

## The Caching Server

In larger networks and those spread across multiple physical locations, network traffic and performance take on additional importance in the software management process. In those cases, it can become desirable to add a caching server to the network. The `zlm-server-proxy` is a Squid-based caching server that stands between the client machines and your main ZENworks Linux Management server. Using a cache reduces bandwidth consumption, permits centralized management at a greater distance, and permits tighter control of each location's firewall for added security.

The ZENworks Linux Management cache functions like the `rcmirror` command in that it fetches software from a remote repository. However, it does not store packages in a local ZENworks Linux Management server, nor does it fetch software from multiple servers. In the figure below, the ZENworks Linux Management server in the upper left corner pulls software from the Ximian software repository and distributes it to two caches inside separate LANs. Using proxies saves time and network resources by downloading the software only once per site, and the administrator saves time by managing both networks simultaneously from a single location.





The first time a client machine makes a request from the cache server, the cache server requests and fetches it from the main ZENworks Linux Management server. Future requests are honored by the cache without having to download anything from the central server. The cache stores packages and package metadata, and caches authentication for a shorter amount of time, so that clients do not need to authenticate against the central server with every request.

**TIP:** Caching with Unreliable Networks

Using a cache with ZENworks Linux Management can allow clients to update even if their connection to the central server has failed.

## Installing the Caching System

Installation of the ZENworks Linux Management cache is relatively simple:

1. Configure the computer which will act as the cache as a normal ZENworks Linux Management client.
2. Install the additional `zlm-server-proxy` package on the cache machine.
3. On the Server page in the ZENworks Linux Management server Web interface, click the Cache License Administration link. If your server key includes cache seats, you will see them listed in the Licences table.
4. If you already have cache licenses listed, skip this step (most server licenses include at least one cache license). Otherwise, click the Add License link and enter the two-part cache license key provided by your sales representative. Then, click the Add button.
5. Click the Add Server link, and enter the IP address for the cache server. Then, click the Add button. The ZENworks Linux Management server generates an SSL certificate, and displays a link to it next to the IP of the cache server. The file should be saved as:

```
/etc/ximian/rcproxy/client-cert.pem
```

6. Run the following command to start the proxy:

```
chkconfig squid on
```

7. On the cache server, run the command `zlm-server-proxy-init`. Enter the requested information (company name, email address, and the host name and port for your primary ZENworks Linux Management server) when prompted.
8. On your ZENworks Linux Management server, add the following lines to the apache virtual hosts configuration file :

```
Header add Cache-Control "public"  
AddType application/x-rpm .rpm  
ExpiresActive On  
ExpiresByType application/x-rpm "access plus 1 year"
```

The virtual hosts configuration file is located at:

- ♦ SUSE: `/etc/apache2/vhosts.d/rcserver-vhost.conf`
- ♦ Red Hat: `/etc/httpd/conf.d/rcserver-vhost.conf`

9. Additionally, if your ZENworks Linux Management server is running on SUSE Linux Enterprise Server 9, add the headers module to the `APACHE_MODULES` list in `/etc/sysconfig/apache2`:

```
APACHE_MODULES="access actions alias auth auth_dbm autoindex cgi dir  
env expires headers include log_config mime negotiation setenvif ssl  
suexec userdir php4"
```

**IMPORTANT:** If you make the change in step 8 and do not add the change contained in step 9, apache fails to load.

10. Add the caching server as a service for the client machines instead of the central ZENworks Linux Management server. For example:

```
rug sa https://cachename.example.com/data
```

## Configuring the Caching System

The `zlm-server-proxy` package installed in “[Installing the Caching System](#)” on page 89, has a number of parameters which can be customized to control the size of the cache, the size of individual cached packages, and the amount of time packages are retained on the caching server. These parameters are set in `/etc/squid/squid.conf`.

The following table describes these parameters:

Parameter	Description.
Maximux Cache Size	The maximum cache size is set by modifying the third value in the maximum cache size parameter:  <code>cache_dir ufs /var/spool/squid 20000 16 256</code>  This sets the size of the cache in kilobytes. With this setting, the cache maxes out at 20 GB.

Parameter	Description.
Maximum Package Size	<p>The maximum package size is set by modifying the <code>maximum_object_size</code> parameter:</p> <pre>maximum_object_size 300000 KB</pre> <p>This sets the maximum package size at 300 MB. This value must be increased to handle larger packages.</p>
Refresh Pattern	<p>This parameter controls how long specific file types are stored in the cache, up to the limit set by the Maximum Cache Size parameter. After this limit is reached, older files are dropped regardless of the refresh pattern settings.</p> <p>Refresh patterns are set using the <code>file_filter</code>, <code>minimum</code>, and <code>maximum</code> values in the refresh parameter:</p> <pre>refresh_pattern -i file_filter minimum 100% maximum override-expire</pre> <ul style="list-style-type: none"> <li>♦ <b>file_filter</b>: regular expression specifying the file types affected by this refresh setting</li> <li>♦ <b>minumim</b>: minumim number of hours to keep a file on the caching server.</li> <li>♦ <b>maximum</b>: maximum number of hours to keep a file on the caching server.</li> </ul> <p>The following refresh pattern keeps all files with an <code>.rpm</code> extension, regardless of case, for a minimum of 30 days (43200 hours), and a maximum of 300 days (432000 hours):</p> <pre>refresh_pattern -i .*\.rpm RPM 43200 100% 432000 override-expire</pre>



# A Troubleshooting

This appendix contains the following sections:

- ◆ “Avoiding and Resolving Problems” on page 93
- ◆ “Server Date Handling” on page 99
- ◆ “Recommended Server OS Installation Settings” on page 99

## Avoiding and Resolving Problems

This chapter will help you to identify and solve problems that you encounter with ZENworks Linux Management. The main tools at your disposal are configuration and log files, data and package caches, PHP and Apache configuration files, and your support representatives.

## Preventing and Preparing for Trouble

The best way to deal with problems is to prevent them, and the second best is to be prepared for them. This section will help you work with the backup, failover, optimizing, and database replication features of ZENworks Linux Management, so that you can be ready for disk failure, power outage, natural disaster or other inconveniences.

### Backups and Archival

To create an XML backup of the server database, use the command `rce-dump`. It accepts no arguments or flags and outputs two files ending in `.dump`. The first file contains the database information and the second file contains log information.

To restore your server from those files, use the command `rce-restore` with the main and log files as arguments.

You can use `rce-dump` on a regular basis for scheduled backups, but you should definitely use it before upgrading to a new version of ZENworks Linux Management.

The package repository, typically stored in `/ximian`, can be backed up and restored with standard filesystem backup tools. Be sure to run all the backup processes at the same time, so that your database matches the package repository contents.

### Optimizing the Server Database

To improve performance, use the `rce-pgsql-vacuum` example script, found in the `/usr/share/rcserver` directory on the ZENworks Server.

You must log in as Root before running the `rce-pgsql-vacuum` script.

The `rce-pgsql-vacuum` script runs the `vacuumdb` command, which has a significant impact on database performance. For optimal performance, run the script once a week on a lightly loaded server and once a day on a heavily loaded server.

## Restarting the Red Carpet Daemon After Upgrading Red Hat Enterprise Linux AS 3

Upgrading to Red Hat Enterprise Linux AS version 3 by performing a minimal install using ZENworks Linux Management may cause the Red Carpet Daemon to crash when you restart the system or the daemon. Before restarting the daemon, to remedy this problem, delete the `__db.001`, `__db.002`, and `__db.003` files in the `/var/lib/rpm` directory, run `rpm --rebuilddb`, and then restart the daemon.

## Dependency Problems

Software dependencies can get incredibly complicated. Each individual package can have an arbitrary number of "provides," "conflicts," and "requires," and after a few packages, you end up with an intimidating list of packages, libraries, functional equivalents, and filenames.

There are several tools you can use to work with dependencies and simplify the process of shipping a coherent channel of software. The first and most obvious are those from `rug`:

### dangling-requires

This command takes no arguments and no options. It simply goes to the server and checks to see if anything you ship requires something that you don't. As a general rule, it is best to minimize the number of dangling requirements.

### info-conflicts (ic)

Given a package, display a list of software that conflicts with it. For example, "httpd" conflicts with "tthttpd."

### info-provides (ip)

List the libraries and functionality that a package provides. For example, the package `rug` provides:

```
/usr/bin/rug rug = 2.0.1-0.ximian.8.0 ximian_unmarshaller.so  
ximian-rug = 2.0.1-0
```

### info-requirements (ir)

List a package's requirements, the package that provides them, and the channel from which the required packages come. For example, `rug` lists its own requirements as:

!   Requirement	Provided By	Channel
libc.so.6 (GLIBC_2.2)	glibc	(none)
libc.so.6 (GLIBC_2.1.3)	glibc	(none)
libc.so.6 (GLIBC_2.1.2)	glibc	(none)
libc.so.6 (GLIBC_2.1)	glibc	(none)
libc.so.6 (GLIBC_2.0)	glibc	(none)
libc.so.6	glibc	(none)
/usr/bin/env	sh-utils	(none)
rcd >= 2.0	rcd	Red Carpet 2
python >= 2.2	python	(none)

## solvedeps (sd, solve)

Resolve dependencies for libraries, installing packages as necessary. This command can be used with version numbers and comparison operators. ZENworks Linux Management Server, for example, requires libgobject-2.0.so.0 and postgresql-server  $\geq$  7.2.1. To install whatever packages provide those two things, you could run the command:

```
rug solvedeps libgobject-2.0.so.0 postgresql-server  $\geq$  7.2.1
```

to install glib2 and some version of postgresql-server later than 7.2.1.

## what-conflicts (wc)

Display the conflicts for a library or functionality (rather than a package, as in info-conflicts).

## what-provides (wp)

List packages that provide the library you specify. If, in the solvedeps example above, you wanted to know what package provided libgobject-2.0.so.0, you might use the command:

```
rug wp libgobject-2.0.so.0
```

and get the response:

```
S | Channel | Package | Version --+-----+-----+-----+-----+-----+
----- i | Red Hat Linux 8.0 | glib2 | 2.0.6-2
```

## what-requires (wr)

List packages that require the library you specify (rather than a package you specify, as in info-requirements).

## rug dump

The dump command outputs the current state of the **rcddaemon**. To troubleshoot someone else's daemon problems, stop your daemon and run the command:

```
/usr/sbin/rcd --undump=[filename].
```

You may also use the various tools provided directly by rpm:

## rpm --rebuilddb

The rpm --rebuilddb command rebuilds the database from the headers of the installed packages.

## rpm --verify [packagename]

The rpm --verify command checks to see if a particular package has been installed properly. Some of the checks performed during the verification process confirm the size, MD5sum, permissions, and type of each file installed with the package. This can be useful if you suspect that files may have been damaged, or that an unauthorized update has occurred.

### **TIP:** Specify the Channel

If you're doing an installation and you can't figure out why a package, usually of a lower version, is being pulled in, try explicitly choosing the package using the channel:package notation (ie, "rug in xd2-pro:acroread"). Chances are there's a dependency problem that prevents it from being a valid solution.

Finally, it may be helpful to set a few environment variables for rcd:

## RCD\_DEBUG\_DEPS

When set to true, displays additional information in the rcd logs.

## RC\_SPEW

Set to true to display the entire resolution process. This should not be necessary in most cases, and will produce extremely large log files.

## RC\_DEPS\_TIME

Set to a number of seconds to provide an approximate maximum for dependency resolution. This should not normally be necessary unless you have a very large number of channels providing many possible solutions to a given request.

## Using Log Files

When something goes wrong, the first place to look for a cause is in the log files:

`/var/log/rcd/rcd-messages`

This is a list of messages from rcd, describing actions taken with the date, time, pid of the rcd process, and the status of the action. For example, a segment might look like this:

```
Dec 23 02:22:39 [19021] Running heartbeat at Mon Dec 23 02:22:39 2003 Dec
23 02:22:39 [19021] id=468 BEGIN 'Downloading https://
hostname.server.com/channels.php?distro_target=redhat-80-i386' (running)
Dec 23 02:22:40 [19021] id=468 COMPLETE 'Downloading https://
hostname.server.com/channels.php?distro_target=redhat-80-i386' time=1s
(finished) Dec 23 02:22:41 [19021] Can't subscribe to non-existent channel
'channelname'
```

Be sure to check this file after rug or red-carpet failures, especially if you see "ximian\_xmlrpclib.py" in the traceback.

`/var/log/rcd/rcd-package-history`

This file describes the actions taken by rcd, one action per line, with data fields demarcated by pipe (|) characters, with an empty field represented by the underscore (\_). Each line describes a single transaction. The first half of the line lists the date, a hex number identifying the transaction, whether the transaction was remote or local, the name of the user taking the action, and the action taken (upgrade, remove, or install). The last eight fields display the name, epoch, version, and build number of the package before and after the action. For example, an upgrade would look like this:

```
Fri Aug 16 19:10:10 2002
|3d5b2|local|root|upgrade|gtk+|1|1.2|ximian.0|gtk+|1|1.2.1|ximian.3
```

`/var/log/httpd/*` or `/var/log/apache2/*`

Be sure to check both locations for Web server logs, which will be placed differently depending on your operating system and the version or versions of Apache you have installed. If the ZENworks Linux Management server runs into problems, you are likely to find them described here. Check the Apache 2 documentation for more information.

The rcd error message `ERROR: Invalid server response` appears only when the server does not respond. That is most likely due to a PHP error, and the exact reason is likely to be found in the file `/var/log/httpd/ssl_error_log` or `/var/log/apache2/ssl_error_log`.



## Configuration Files

ZENworks Linux Management uses flat files or XML files for configuration, mostly stored in `/etc/ximian/` and subdirectories.

### ZENworks Linux Management Server Configuration Files

The ZENworks Linux Management Server configuration files are kept in `/etc/ximian/rcserver/`. The most important one is `rcserver.conf`, which sets a number of variables for the system. For the most part, you should not need to change this file, or the "configured" file in the same directory.

**NOTE:** You can change the ZENworks Linux Management Server service name by adding the following line to the `rcserver.conf` file:

```
servername = new_name
```

After editing the `rcserver.conf` file, run `rce-refresh -s` to refresh the change in the `rcserver.conf` file.

### ZENworks Linux Management Client Configuration Files

Client configuration files are kept in `/etc/ximian` as well. The most important is `rcd.conf`. The `rcd.conf` file format is described in its own manual page; to read it, use the `man rcd.conf` command.

The `/etc/ximian/mcookie` file is a system identifier, and `/etc/ximian/partnernet` is the key used to log in to ZENworks Linux Management servers. Except at setup time, you should not need to touch these files, and even then, they are more likely to be manipulated by the software than edited or created by hand.

If packages refuse to upgrade properly, or if you have trouble with software package locks, check the file `/etc/ximian/rcd-package-locks`

### ZENworks Linux Management Backend Configuration Files

In the vast majority of cases, you will not need to alter the configuration files for Apache, PHP, or the SQL database. However, if you do wish to customize them, check the documentation associated with the individual products; you may also wish to speak with your support representative.

The files most directly customized by the ZENworks Linux Management server are `php.ini` and `httpd.conf`.

## Machine and Server Connection Trouble

If transactions are failing inexplicably, your clients may not be connecting properly with the server. First, make sure that your ZENworks Linux Management server recognizes the machine, by seeing that it appears in the output of the `rcman machine-list` command. The output will display the name, IP address, and last contact time for each machine (use `group-listmachines` if you wish to list only the machines in a given group).

If machines do not contact the server, add services, or activate properly, check to be sure:

- ◆ That the `rcd` process on the client machine is running.
- ◆ That the client can ping the server.
- ◆ That the client is pointed to the correct server (use `rug service-list` to check).
- ◆ That the channel access and activation keys are correct.
- ◆ That the server SSL certificate is valid, or that the client is not checking SSL certificates (use:

```
rug set require-verified-certificates false
```

to turn off SSL checking.)

If, during activation or the addition of a service, the client machine displays the error message:

```
Unable to download service info: IO error - Soup error: SSL handshake failed (8)
```

it is likely that you need to turn off SSL certificate checking.

If you get the error message "Server could not contact client" during a transaction, check the following:

- ◆ In the Web interface for the client, go to the settings tab. Can you set any settings on the client? This is a good quick test for a full connection that doesn't require you to run a transaction.
- ◆ Make sure that rcd on the client is not running with `-r` or `--no-remote`. If those flags are on, transactions initiated by the server will fail.
- ◆ Be sure that the server is not firewalled off from the client: can you ping the client when logged in on the server? Can you ping the server when logged in on the client?
- ◆ Check local firewall rules on the client to see if the ports you need are open. Use `rug get port` to determine the port, and compare that against your iptables or ipchains rules. Try using telnet to access the rcd port.
- ◆ Make sure DNS works from the server.
- ◆ Less likely, you may need to edit the server's `reserver.conf` file to set `client_comm_type = ip`.

## Error When Creating Packages in the Web Interface

The `wwrun` process must have proper file access to the folders containing any packages or packagesets. If you receive errors when you attempt to create a package or packageset in the Web interface, ensure that the `wwrun` process has proper access to the files.

## Contacting Support

Your software purchase includes support. Your sales representative will provide you with instructions for contacting the support team.

Support representatives can help you best when they have a clear understanding of your problem, so for best results please include as much as possible of the following information:

- ◆ What you were trying to do, and what actually happened.
- ◆ Whether the problem happens consistently and repeatably.
- ◆ The operating system and version you are using.

If you have trouble during a transaction, let us know whether it was initiated by the server or by the client.

For server-initiated transactions and issues involving client information conveyed to the server, be sure that `rcd-modules` is installed on the client.

We may ask you to attach files or portions of files to your incident:

- ◆ For client problems, attach the output file from the command:

```
rug dump>system.xml; gzip -9 system.xml
```

and any relevant information from `/var/log/rcd/rcd-messages`.

- ◆ For database trouble when using PostgreSQL databases, attach the output of:

```
rce-dump>db.xml; gzip -9 db.xml.
```

You may also want information from /var/log/httpd/error\_log and /var/log/httpd/access\_log.

- ◆ Attach any configuration files you have customized, particularly for rcmirror issues.

## Server Date Handling

Because it is not feasible to reliably determine the local time for each client, the physical locations of clients are not taken into account when performing transactions. All times entered are taken as local for the server, translated into UTC, and stored in the database as UTC times.

This has several results which you might not expect:

- ◆ To run a transaction at seven P.M. local time for all your client machines, you will need one transaction per time zone.
- ◆ If you move your server to a new time zone, previously created transactions will not follow it: those times are already stored as UTC times.

Similarly, when your area switches to Daylight Saving Time (Summer Time), previously created transactions are not affected, and will appear an hour late compared to local clocks. Transactions created during Daylight Saving Time will appear to be an hour early when your time zone moves its clocks back.

- ◆ Daylight Saving Time (Summer Time) is taken into account only when you create a transaction. For example, in the United States, the time between 2:00 and 2:59 A.M., on April 3, 2005 does not exist. If you try to create a transaction with a start time of 2:30 on that day, it will be automatically set to occur at 3:30.

Because of the potential confusion surrounding time zones, you may find it most convenient to set your server's clocks to use UTC as their local time zone, and then schedule all transactions on that basis.

## Recommended Server OS Installation Settings

We require a clean install of the server operating system. This section outlines the options we recommend during your operating system's installation process.

### SUSE Linux Enterprise Server OS Installation Recommendations

Install from the SUSE SLES CDs, rather than the unbranded UnitedLinux CD. The unbranded UnitedLinux CD will not work.

Within the YAST installer, select a New Installation.

When you reach the Installation Settings section, click Software, and confirm that the item Default System is selected. *Do not* select Default System for United Linux.

After completing the installation, install any required updates, errata, or service packs.

## Red Hat Enterprise Linux 3 AS and ES Installation Recommendations

When installing RHEL 3 AS or ES for use with Red Carpet Enterprise, select the following options:

- ◆ Firewall Configuration: No firewall
- ◆ Package Defaults: Customize the set of packages to be installed
- ◆ Package Group Selection: Under the Server section, check at least the SQL Database.

After installation, apply required errata, updates, or service packs.

# B

## Documentation Updates

This section contains information on documentation content changes that have been made in the *Administration Guide* for ZENworks Linux Management 6.6.2. This information will help you to keep current on updates to the documentation.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the changes were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for Workstation Management.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

- ♦ “October 26, 2007” on page 101
- ♦ “October 28, 2005” on page 101
- ♦ “October 15, 2005” on page 102

### October 26, 2007

Updates were made to the following sections. The changes are explained below.

- ♦ [Changing the Port that the Red Carpet Daemon Uses](#)

### Larger Deployments and Advanced Features

The following updates were made in this section:

Location	Change
<a href="#">“rcmirror” on page 77.</a>	Replaced all references of <a href="https://web-bos-ma-us.rc.ximian.com">https://web-bos-ma-us.rc.ximian.com</a> with <a href="https://update.novell.com/data">https://update.novell.com/data</a> .

### October 28, 2005

Updates were made to the following sections. The changes are explained below.

- ♦ [Changing the Port that the Red Carpet Daemon Uses](#)

## Changing the Port that the Red Carpet Daemon Uses

The following updates were made in this section:

Location	Change
<a href="#">“Starting the Client Programs” on page 67.</a>	Added a note explaining how to change the port that the Red Carpet Daemon uses.

## October 15, 2005

Updates were made to the following sections. The changes are explained below.

- ◆ [Enabling SSL Certificates](#)
- ◆ [Optimizing the Server Database](#)
- ◆ [Restarting the Red Carpet Daemon After Upgrading Red Hat Enterprise Linux AS 3](#)
- ◆ [Supported Clients](#)
- ◆ [ZENworks Linux Management Server Configuration Files](#)

### Enabling SSL Certificates

The following updates were made in this section:

Location	Change
<a href="#">“Enabling SSL Certificates” on page 40.</a>	Edited the sentence about the location for the public portion of the certificate. Sentence now reads:  Put the public portion of the certificate in /usr/share/rcd for both SUSE and Red Hat.

### Optimizing the Server Database

The following updates were made in this section:

Location	Change
<a href="#">“Optimizing the Server Database” on page 93.</a>	Added information about optimizing the ZENworks Server database by running the vacuumdb command using the rce-pgsql-vacuum example script located on the server at /usr/share/rcserver.

### Restarting the Red Carpet Daemon After Upgrading Red Hat Enterprise Linux AS 3

The following updates were made in this section:

Location	Change
<a href="#">“Restarting the Red Carpet Daemon After Upgrading Red Hat Enterprise Linux AS 3” on page 94.</a>	Added information to prevent the Red Carpet Daemon from crashing after using ZENworks Linux Management to upgrade Red Hat Enterprise Linux AS, version 3.

## Supported Clients

The following updates were made in this section:

Location	Change
<a href="#">“Supported Clients” on page 21.</a>	<p>Added the following supported clients:</p> <ul style="list-style-type: none"> <li>◆ Novell Linux Desktop</li> <li>◆ Novell Open Enterprise Server 9</li> <li>◆ Red Hat Enterprise Linux 4, AS, ES, WS</li> <li>◆ SUSE Linux 9.3</li> </ul> <p>Removed the following clients that are no longer supported:</p> <ul style="list-style-type: none"> <li>◆ SUSE Linux 9.2</li> <li>◆ SUSE Linux 9.1</li> <li>◆ SUSE Linux Desktop 1</li> </ul>

## ZENworks Linux Management Server Configuration Files

The following updates were made in this section:

Location	Change
<a href="#">“ZENworks Linux Management Server Configuration Files” on page 97.</a>	Added a note explaining how to edit the rcserver.conf file to change the name of the ZENworks Linux Management Server service.





# Glossary

**Activation:**

An activation, or activation profile, consists of an activation key and a set of attributes. When a client machine uses the activation key to register with the ZENworks Linux Management server, the attributes are applied to the client. The attributes include group membership, channel access, administrator assignments, and notification recipients.

**Channel:**

A channel is a group of software packages grouped in some logical manner. Some examples are "Ximian Desktop," "Red Hat 8.0 System Packages," and "Internal Development Tools."

**FQDN:**

Fully Qualified Domain Name: the complete hostname for a given machine; the name associated with a given IP address. Client machines are not identified only by FQDN.

**Grant Permission:**

Permissions are granted in three stages: View, Modify, and Grant. Administrators with the Grant privilege for an object have the ability to read it and alter it, and may also grant access to other administrators. An organization administrator has Grant permission for all objects in the organization.

**Group:**

For ZENworks Linux Management services, a group is a set of individual client systems. Actions that can be performed on a single system can be performed on an entire group as well.

**Machine:**

A single client computer.

**Modify Permission:**

Permissions are granted in three stages: View, Modify, and Grant. Administrators with the Modify privilege for an object have the ability to read it and alter it, but not to grant access to other administrators.

**Package:**

A package is a bundle of software in a single file. ZENworks Linux Management services ship all software in this format. Packages contain one or more files that are installed to particular locations on a system, plus information about the package, such as what applications must also be present for it to be installed. ZENworks Linux Management supports only the RPM package format.

**Package Set:**

A package set is a bundle of packages created on the ZENworks Linux Management server. It allows an administrator to handle a group of packages as though they were a single package.

**Target:**

A target, or target platform, is a combination of operating system and hardware for which software is shipped through ZENworks Linux Management services. For example, "Solaris 9 for UltraSPARC" and "Red Hat 9 for i386" are both target platforms.

**Transaction:**

A transaction, for the purposes of ZENworks Linux Management, refers to the installation or removal of software. Other actions, such as refreshing channel information, do not count. Transactions are normally initiated by the client.

**View Permission:**

Permissions are granted in three stages: View, Modify, and Grant. Administrators with the View privilege for an object have the ability to read its contents, but not to change them, nor to grant access to other administrators.