

ZENworks Reporting Server Installation Guide

Novell. ZENworks® 10 Asset Management SP3

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About This Guide

This *Reporting Server Installation Guide* includes information to help you successfully install Novell ZENworks 10 Asset Management SP3 ZENworks Reporting Server. The information in this guide is organized as follows:

- ♦ Chapter 1, “Minimum Requirements,” on page 9
- ♦ Chapter 2, “Installing ZENworks Reporting Server,” on page 13
- ♦ Chapter 3, “Uninstalling ZENworks Reporting Server,” on page 23
- ♦ Appendix A, “Troubleshooting ZENworks Reporting Server Installation,” on page 25

Audience

This guide is intended for ZENworks Reporting Server administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, or go to the [Novell Documentation Feedback site \(http://www.novell.com/documentation/feedback.html\)](http://www.novell.com/documentation/feedback.html) and enter your comments there.

Additional Documentation

ZENworks Reporting Server is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks 10 Asset Management documentation \(http://www.novell.com/documentation/zam10/\)](http://www.novell.com/documentation/zam10/).

Minimum Requirements

1

The ZENworks 10 Asset Management SP3 ZENworks Reporting Server installation installs ZENworks Reporting Server for custom ZENworks infrastructure reporting.

The following sections provide the minimum hardware and software requirements for ZENworks Reporting Server:

- ♦ [Section 1.1, “ZENworks Reporting Server Requirements,” on page 9](#)
- ♦ [Section 1.2, “Installation User Requirements,” on page 11](#)

1.1 ZENworks Reporting Server Requirements

You must install ZENworks Reporting Server on an existing ZENworks 10Asset Management SP3 Primary Server. You can have only one instance of ZENworks Reporting Server in a Management Zone.

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

Item	Requirements	Additional Details
Operating System	Windows: <ul style="list-style-type: none"> ♦ Windows Server 2003 SP1 / SP2 x86, x86-64 (Enterprise and Standard editions) ♦ Windows Server 2008 SP1 / SP2 x86, x86-64 (Enterprise and Standard editions) 	All the Core and Data Center Editions of Windows Server 2003 and Windows Server 2008 are not supported as Primary Server platforms. Windows Server 2008 Core is not supported because it does not support the .NET Framework.
	Linux: <ul style="list-style-type: none"> ♦ SUSE Linux Enterprise Server 10 (SLES 10) SP1 / SP2 / SP3 x86, x86-64 (Intel and AMD Opteron processors) ♦ Open Enterprise Server 2 (OES Linux) x86, x86-64 ♦ Open Enterprise Server 2 (OES 2) SP1 / SP2 (Linux) x86, x86-64 	<p>IMPORTANT: ZENworks Reporting Server is currently not supported on SUSE Linux Enterprise Server 11 and Windows Server 2008 R2 even though the ZENworks Primary Server is supported on SLES 11 and Windows Server 2008 R2. For more information, see TID 7004794 at Novell Support web site (http://www.novell.com/support/microsites/microsite.do).</p> <p>If you want to install ZENworks Reporting Server on devices that have AMD Opteron processor, refer to the TID 7004582 at Novell Support web site (http://www.novell.com/support/microsites/microsite.do).</p> <p>If you are installing ZENworks Reporting Server on a SUSE Linux Enterprise Server (SLES) 10 SP3 64-bit platform, make sure to install the libstdc++33-32-bit package by using the SLES 10 SP3 64-bit media.</p>
Hardware	<p>RAM: 3 GB minimum</p> <p>Disk Space: 5.6 GB minimum</p>	Ensure that you have at least 5 GB of free disk space on the drive on which the operating system has been installed if the TEMP environment variable is not set on the same drive. If the TEMP environment variable is set on the same drive on which the operating system has been installed, ensure that you have at least 10 GB of free disk space on the drive.
TCP Ports	3306	Used by the MySQL database embedded in ZENworks Reporting Server
	6400	Used by the Central Management Server in ZENworks Reporting Server
	6410	Used by the Server Intelligence Agent in ZENworks Reporting Server
	6420	Auditing port in ZENworks Reporting Server

1.2 Installation User Requirements

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

- ♦ **Windows:** Log in as a Windows administrator.
- ♦ **Linux:** Log in as a non-`root` user, use the `sux` command to elevate your privileges to `root`, then run the installation program.

Installing ZENworks Reporting Server

2

Perform the tasks in the following sections to install ZENworks 10 Asset Management SP3 ZENworks Reporting Server:

- ♦ [Section 2.1, “Understanding What the ZENworks Installation Does,” on page 13](#)
- ♦ [Section 2.2, “Preinstallation Tasks,” on page 13](#)
- ♦ [Section 2.3, “Installing ZENworks Reporting Server,” on page 16](#)
- ♦ [Section 2.4, “Working With a Firewall,” on page 19](#)

WARNING: If you are testing or reviewing the product, do not deploy ZENworks Reporting Server into a production environment.

2.1 Understanding What the ZENworks Installation Does

The ZENworks Reporting Server, which was previously a part of the ZENworks 10 Asset Management installation, is now installed from separate installation media. You cannot upgrade it from the earlier versions of ZENworks 10 Asset Management. You can install ZENworks Reporting Server in the languages supported by ZENworks 10 Asset Management. The installation time depends on the number of languages that you have selected.

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

- ♦ **Graphical User Interface:** A graphical user interface (GUI) installation program that works with both Windows and Linux servers is provided on the installation CD.
- ♦ **Command Line:** A command line installation is available only for Linux servers.
- ♦ **Silent Mode:** A silent mode installation does not require any user intervention. You must edit the silent mode configuration file and run the installer with a switch to launch the silent mode installation.

For more information on how to install ZENworks Reporting Server, see [Section 2.3, “Installing ZENworks Reporting Server,” on page 16](#).

2.2 Preinstallation Tasks

Perform the following applicable tasks, then continue with [Section 2.3, “Installing ZENworks Reporting Server,” on page 16](#):

- ♦ [Section 2.2.1, “Verifying That the Minimum Requirements Have Been Met,” on page 14](#)
- ♦ [Section 2.2.2, “Decommissioning an Existing Instance of ZENworks Reporting Server,” on page 14](#)
- ♦ [Section 2.2.3, “Meeting the Hostname and Network Requirements in Linux,” on page 15](#)

- ♦ [Section 2.2.4, “Creating an Installation DVD from the ISO Download,”](#) on page 15
- ♦ [Section 2.2.5, “Installing and Configuring the Oracle Client,”](#) on page 15

2.2.1 Verifying That the Minimum Requirements Have Been Met

- ♦ Make sure that short MS-DOS (also called 8.3) style naming convention is available for the installation location of the ZENworks 11 Server. By default, 8.3 is enabled on the device. For more information on how to enable 8.3 see, [Microsoft documentation \(http://technet.microsoft.com/en-us/library/cc959352.aspx\)](http://technet.microsoft.com/en-us/library/cc959352.aspx).

For more information on the installation path of the ZENworks 10 Configuration Management Server, see “[Installation Information](#)” in the *ZENworks 10 Asset Management Installation Guide*.

- ♦ Make sure that the device where you want to install the server software fulfills the necessary requirements. For more information, see [Chapter 1, “Minimum Requirements,”](#) on page 9.
- ♦ Make sure that ports 6400, 3306, 6410, and 6420 are free. If these ports are busy, you are prompted to specify alternative ports on which to install ZENworks Reporting Server.

If the ports are blocked by a firewall, you must enable the firewall. For more information, see [Section 2.4, “Working With a Firewall,”](#) on page 19.

- ♦ Make sure that the server is connected to the network.
- ♦ Make sure that the Novell ZENworks Server, the Novell ZENworks Loader, and the Novell ZENworks Database services are running.
- ♦ If you are installing ZENworks Reporting Server on a SUSE Linux Enterprise Server (SLES) 10 SP3 64-bit platform, make sure to install the libstdc++33-32-bit package by using the SLES 10 SP3 64-bit media.

2.2.2 Decommissioning an Existing Instance of ZENworks Reporting Server

There can be only one instance of ZENworks Reporting Server in a Management Zone. If you want to install a new instance of ZENworks Reporting Server in the same Management Zone, you must decommission the existing instance of ZENworks Reporting Server, and install the new instance.

IMPORTANT: Be sure to archive the reports from your existing instance before beginning the new installation. This is because the existing instance of ZENworks Reporting Server ceases to work after the new installation is complete, and you cannot retrieve any reports. You can restore the archived reports to the new instance of ZENworks Reporting Server.

You can use the `zman rpsv` command to save the reports and the user rights, and the `zman rpld` command to restore them. For more information on these commands, see “[Report Commands](#)” in the *ZENworks 10 Asset Management Command Line Utilities Reference*.

- 1 Install the new instance of ZENworks Reporting Server on a different Primary Server in the same Management Zone that has ZENworks Configuration Management installed.
A message is displayed, indicating that a ZENworks Reporting Server already exists in the zone.
- 2 Click *Yes* to decommission the existing instance of ZENworks Reporting Server and begin installing the new instance of ZENworks Reporting Server.

- 3 After the new installation of ZENworks Reporting Server installation is complete, uninstall the instance of ZENworks Reporting Server that you decommissioned.

For more information on how to uninstall ZENworks Reporting Server, see [Chapter 3, “Uninstalling ZENworks Reporting Server,”](#) on page 23.

2.2.3 Meeting the Hostname and Network Requirements in Linux

Your Linux server must have a fixed hostname before you run the installation script. You must have `root` privileges to set or modify this information on your system. For more information, see the Linux system documentation.

2.2.4 Creating an Installation DVD from the ISO Download

If you obtained the ZENworks 10 Asset Management SP3 ZENworks Reporting Server software as an ISO image download, you need to create separate installation DVDs for Windows and Linux to install ZENworks Reporting Server on these platforms.

- 1 Download the ZENworks 10 Asset Management SP3 ZENworks Reporting Server installation ISO image from the [Novell Web site \(http://www.novell.com/\)](http://www.novell.com/) and copy it to a temporary location on your Windows or Linux device.
- 2 Burn the ISO image to a DVD.

On Linux, optionally, you can simply run the installation program from the ISO mount point, instead of burning the DVD.

2.2.5 Installing and Configuring the Oracle Client

If ZENworks 10 Asset Management SP3 is configured for an external Oracle10g database, then before installing ZENworks Reporting Server, install and configure the Oracle 10g client to the same Oracle database used by ZENworks 10 Asset Management SP3 through the Net Configuration Assistant.

- 1 Install the Oracle client on the server on which you will install ZENworks Reporting Server. The Oracle client must be of the same version as the external Oracle 10g database that you have configured for the ZENworks Asset Management server.
 - ♦ On Windows 64-bit platforms, install the Oracle 10g 32-bit client. ZENworks Reporting Server supports only 32-bit emulation on 64-bit Windows platforms.
 - ♦ On Linux 64-bit platforms, install the Oracle 10g 64-bit client and set the value of the environment variable `LD_LIBRARY_PATH` to `$ORACLE_HOME/lib32` by using the following command:

```
export LD_LIBRARY_PATH=$ORACLE_HOME/lib32:$LD_LIBRARY_PATH
```

NOTE: The Oracle 10g R2 client is not supported on a SLES 10 server. If you want to install the Oracle 10g R2 client on a SLES 10 SP3 server, see the Novell Cool Solutions article “[Installing Oracle 10g R2 Database on SLES 10](http://www.novell.com/coololutions/appnote/17778.html)” (<http://www.novell.com/coololutions/appnote/17778.html>).

For more information on how to install the Oracle client, see the *Oracle Database Client Installation Guide* (<http://www.oracle.com/technology/documentation/database10g.html>). Make sure you select *Administrator* in the Installation Type window.

IMPORTANT: On Linux, make sure that the Oracle client installation directory has Read and Execute access to all users.

- 2 (Conditional) On Linux, after installing the Oracle client, check to see if the value of the environment variable `ORACLE_HOME` is set to the path of the directory where the Oracle client is installed. If the environment variable `ORACLE_HOME` is not available, manually add `ORACLE_HOME` as a new environment variable and set its value to the path where the Oracle client is installed.
- 3 Create a new service name and use it to set up an external Oracle database for use with ZENworks:
 - ♦ On Windows, click *Start > All Programs > Oracle client > Configuration and Management tools > Oracle Net Manager*
 - ♦ On Linux, navigate to the `$ORACLE_HOME/bin` directory and run the `netmgr` script to open the Oracle Net Manager.
- 4 Set the `TNS_ADMIN` environment variable correctly:
 - ♦ On Windows, if the `tnsnames.ora` file is not in the default location (`%ORACLE_HOME%\NETWORK\ADMIN`), create a new environment variable with the name `TNS_ADMIN`. Set the value of `TNS_ADMIN` environment variable to the path of the directory in which the `tnsnames.ora` file resides.
 - ♦ On Linux, if the `tnsnames.ora` file is not in the default location (`$ORACLE_HOME/network/admin`), create a new environment variable with the name `TNS_ADMIN`. Set the value of this new environment variable to the path of the directory in which the `tnsnames.ora` file resides.
- 5 Test if the Oracle client is successfully installed:
 - ♦ On Windows, run the `%ORACLE_HOME%\bin\tnsping new_service_name` command.
 - ♦ On Linux, run the `$ORACLE_HOME/bin/tnsping new_service_name` command.
The `new_service_name` is the name of the new service created in [Step 3](#).

2.3 Installing ZENworks Reporting Server

- 1 Start the ZENworks Reporting Server installation program by using one of the following methods:
 - ♦ **Graphical User Interface (GUI) Installation**
 1. On the installation server, insert the *Novell ZENworks 10 Asset Management with SP3 Reporting Server* DVD for Windows.

On a Windows device, the installation begins automatically after inserting the DVD. You can also select the language from the installation page that appears. If the installation does not begin automatically, run `setup.exe` from the root after inserting the DVD.

On a Linux device, mount the DVD, then run `sh /media/cdrom/setup.sh`.

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

1. On the installation server, insert the *Novell ZENworks 10 Configuration Management with SP3 Reporting Server Novell ZENworks 10 Asset Management with SP3 Reporting Server DVD* for Linux.
2. Mount the DVD.
3. To start a command line installation to a directory where all (including “others”) have read and execute access, either mount the DVD or copy the DVD’s files to a temporary location other than the `/root` directory.

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

4. Run the following command:

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

◆ **Silent Mode Installation**

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

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

2. Open the silent install configuration file in a text editor.

3. Search for `ADMINISTRATOR_PASSWORD=`.

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

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

```
ADMINISTRATOR_PASSWORD=novell.
```

5. Save the silent install configuration file and exit the editor.

6. Run the silent install configuration file by using the following command:

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

- 2 During installation, refer to the information in [Table 2-1, “Installation Information,” on page 18](#) for details on the installation data that you need to know.

If you are using the GUI installation, you can also click the *Help* button for similar information.

For the command line method, you can type `back` and press `Enter` to return to a previous installation option to make changes.

In either case, part of completing the installation process is for the database to be updated, which causes high CPU utilization during that process. This can cause the services to start up slowly.

- 3 (Conditional) On a Linux server, if you select the Oracle database, check to see if the environment variable `LD_LIBRARY_PATH` is set to the path of the directory containing `$ORACLE_HOME/lib` or `$ORACLE_HOME/lib32`. If the environment variable `LD_LIBRARY_PATH` is not available, add it to the environment and set its value to the path of the directory containing `$ORACLE_HOME/lib32`. If the path to `$ORACLE_HOME/lib32` is not a valid path, set the value of the environment variable to the path of the directory containing `$ORACLE_HOME/lib`.

- 4 Restart the device after installing ZENworks Reporting Server.

If you have installed ZENworks Reporting Server through the Graphical User Interface (GUI) Installer, you can find all the installation logs at the following locations:

♦ **On Windows:**

- ♦ %zenworks_home%\logs\ZENworks Reporting Server_date time.log.xml
- ♦ %zenworks_home%\logs\wdeploy-date-time.log
- ♦ %zenworks_home%\logs\ZENworks_Reporting_Install_CheckOracleClient_dd_MMM_yyyy_HH-mm-ss.log

♦ **On Linux:**

- ♦ /var/opt/novell/log/zenworks/ZENworks Reporting Server__date time.log.xml
- ♦ /var/opt/novell/log/zenworks/wdeploy-date-time.log
- ♦ %zenworks_home%\logs\ZENworks_Reporting_Install_CheckOracleClient_dd_MMM_yyyy_HH-mm-ss.log

IMPORTANT: You can install ZENworks 10 Asset Management SP3 ZENworks Reporting Server only through media. You cannot install it by mapping to a network drive.

2.3.1 Installation Information

The information you need is listed in the order of the installation flow.

Table 2-1 Installation Information

Installation Information	Explanation
Installation path	ZENworks Reporting Server is installed within the ZENworks 10 Asset Management SP3 install folder %ZENWORKS_HOME%\share\boe (Windows) or \$ZENWORKS_HOME/share/boe (Linux). For more information, see “ Installation Information ” in the <i>ZENworks 10 Asset Management Installation Guide</i> .
Prerequisites	<ul style="list-style-type: none"> ♦ The installer prompts for username and password. Specify the super administrator’s username and password for the ZENworks zone. ♦ The installer checks to see if a ZENworks 10 Asset Management Server is installed on the device. ♦ If the credentials are correct, the installer checks for other prerequisites such as available disk space, operating system, and system architecture on the device. Also, if ZENworks 10 Asset Management (SP3) is installed to an Oracle database, ZENworks Reporting Server installer checks to see if Oracle client is installed on the device. If no Oracle client is found, an error is displayed and the installation exits. ♦ If the required prerequisites are not met, you cannot continue with the installation. The prerequisites that are not met are displayed (GUI) or listed (command line).

Installation Information	Explanation
	<p>IMPORTANT: After you install ZENworks Reporting Server, you cannot change the Certificate Authority (CA) type of the ZENworks Primary Server from Internal CA to External CA or vice-versa.</p>
Pre-installation summary	<p>The <i>Restore Default</i> buttons restore the paths to those that were displayed when you first accessed this page.</p> <p>GUI Installation: To modify any information that you have entered up to this point, click <i>Previous</i>. Click <i>Install</i> to begin the installation.</p> <p>Click <i>Cancel</i> to exit the installation. No rollback occurs on cancelling the installation.</p> <p>Command Line Installation: To modify any information that you have entered up to this point, type <code>back</code> and press Enter.</p> <p>Press Ctrl+C to exit the installation. No rollback occurs on cancelling the installation.</p>
Installation completion	<p>A confirmation is displayed upon successfully completing the installation.</p> <p>If you are on ZENworks 10 Configuration Management SP3, a <code>boe</code> folder is created in the installation directory.</p>
ZENworks Reporting Server version	<ul style="list-style-type: none"> ◆ On Linux: <ul style="list-style-type: none"> ◆ The version of the zone when ZENworks Reporting Server was first installed is available in the <code>ZENworksReportingServerVersion.txt</code> file located in the <code>/opt/novell/zenworks/share/boe/version #</code> directory. ◆ The version of the currently published reports and universe is available in the <code>ZENworksReportingServiceComponentsVersion.txt</code> file located in the <code>/opt/novell/zenworks/share/boe-publish/version</code> directory. ◆ On Windows: <ul style="list-style-type: none"> ◆ The version of the zone when ZENworks Reporting Server was first installed is available in the <code>ZENworksReportingServerVersion.txt</code> file located in the <code>%ZENWORKS_HOME%\share\boe\version #</code> directory. ◆ The version of the currently published reports and universe is available in the <code>ZENworksReportingServiceComponentsVersion.txt</code> file located in the <code>%ZENWORKS_HOME%\share\boe-publish\version</code> directory. <p>In ZENworks Control Center, the version information that is displayed for <i>ZRS</i> in the Installed Packages dialog box displays the version of ZENworks Configuration Management on which ZENworks Reporting Server was first installed.</p>

2.4 Working With a Firewall

ZENworks Reporting Server works with firewall systems to provide reporting across intranets and the Internet without compromising network security.

This section provides information about how to configure ZENworks Reporting Server in a packet filtering firewall environment. For detailed information about how ZENworks Reporting Server works in other types of firewall environments, see the *BusinessObjects Enterprise XI Release 2 Deployment and Configuration Guide* (<http://support.businessobjects.com/documentation/default.asp>).

By default, ZENworks Reporting Server uses dynamically chosen port numbers for communication between components. To enable ZENworks Reporting Server to communicate across a firewall, you must configure its components to use fixed addresses and ports. You must also configure your firewall to allow communication to the services behind the firewall by using these fixed addresses and ports.

The following sections provide detailed information:

- ♦ [Section 2.4.1, “Configuring the ZENworks Reporting Servers,” on page 20](#)
- ♦ [Section 2.4.2, “Specifying the Firewall Rules,” on page 21](#)

2.4.1 Configuring the ZENworks Reporting Servers

You must configure the Central Management Server as well as all the ZENworks Reporting Server Services that are listed under Central Configuration Manager inside the firewall to respond to communication from the application server on a fixed port.

- 1 On ZENworks Reporting Server, click the desktop *Start* menu > *Programs* > *ZENworks Reporting Server* > *ZENworks Reporting Server* > *Central Configuration Manager*.
- 2 Stop the ZENworks Reporting Server Service that is listed in the Central Configuration Manager by doing one of the following:
 - ♦ Right-click the ZENworks Reporting Server Service, then click *Stop*.
 - ♦ Select the ZENworks Reporting Server Services, then click the *Stop* icon (■) on the toolbar.

- 3 On the toolbar, click the *Properties* icon (⚙).

The *Properties* tab is displayed by default.

- 4 In the *Command* option, append `-requestport port_number` to the value, where `port_number` is a valid free port number.

For example, the command value for Central Management Server is as follows:

```
"\\blr-nrm-r1d\C$\Program Files\Novell\ZENworks\share\boe\BusinessObjects Enterprise 11.5\win32_x86\CMS.exe" -service -name blr-nrm-r1d.cms -restart -protocol ssl -ssl_certdir "C:\Program Files\Novell\ZENworks\conf\security" -ssl_mycertificate "server.der" -ssl_trustedcertificate "ca.der" -ssl_mykey "server.key" -ssl_mykey_passphrase "passphrase.txt" -requestport 5601
```

Each server under Central Configuration Manager must use a unique port number, but you must ensure that the port number for the Central Management Server is a value other than 6400.

- 5 Click *OK*.

- 6 Restart the server by doing one of the following:
 - ♦ Right-click the ZENworks Reporting Server Service, then click *Restart*.
 - ♦ Select the ZENworks Reporting Server Service, then click the *Start* icon (▶) on the toolbar.
- 7 Repeat [Step 2](#) through [Step 6](#) for each ZENworks Reporting Server Service that is behind the firewall.

2.4.2 Specifying the Firewall Rules

If there is a firewall between ZENworks Reporting Server and other ZENworks Primary Servers, you must specify the inbound access rules. For more details on how to specify these rules, see the firewall documentation.

We recommend that only the ZENworks Primary Server be allowed to contact ZENworks Reporting Server running at 6400 or at the port specified in [Step 4 on page 20](#) of [Section 2.4.1, “Configuring the ZENworks Reporting Servers,” on page 20](#).

The following table lists the inbound access rules.

Table 2-2 *Inbound Access Rules*

Source Device	Port	Destination Device	Port	Action
ZENworks Primary Server	Any	ZENworks Reporting Server (CMS)	6400	Allow
ZENworks Primary Server	Any	ZENworks Reporting Server (CMS)	<i>Port number specified by using -requestport</i>	Allow
ZENworks Primary Server	Any	ZENworks Reporting Server (other ZENworks Reporting Server service)	<i>Port number specified by using -requestport</i>	Allow
Any machine	Any	ZENworks Reporting Server (CMS)	Any	Reject
Any	Any	ZENworks Reporting Server (other ZENworks Reporting Server service)	Any	Reject

Uninstalling ZENworks Reporting Server

3

On a Primary Server in a Management Zone, you must first uninstall ZENworks Reporting Server before you uninstall ZENworks Configuration Management.

NOTE: ZENworks Reporting Server is uninstalled in the same mode that it was installed in.

For example, if you installed ZENworks Reporting Server by using the command line mode, then the uninstallation program uninstalls the server in the command line mode only.

- ♦ [Section 3.1, “Uninstalling ZENworks Reporting Server in the GUI Mode,” on page 23](#)
- ♦ [Section 3.2, “Uninstalling ZENworks Reporting Server in the Command Line Mode,” on page 23](#)
- ♦ [Section 3.3, “Uninstalling ZENworks Reporting Server in the Silent Mode,” on page 24](#)
- ♦ [Section 3.4, “Uninstalling ZENworks Reporting Server by Using Windows Add or Remove Programs,” on page 24](#)

3.1 Uninstalling ZENworks Reporting Server in the GUI Mode

- 1 Start the uninstallation program.

On Windows, run the following command:

```
%ZENWORKS_HOME%\bin\zrsuninstall.exe
```

On Linux, run the following command:

```
/opt/novell/zenworks/bin/zrsuninstall
```

The Uninstall Reporting Server page is displayed.

- 2 Click *Uninstall*.
- 3 The uninstaller checks for an active ZENworks Reporting Server in the zone.
- 4 Click *Yes* on the prompt that is displayed.
The uninstallation begins.
- 5 In the Uninstall Complete page, click *Done*.

3.2 Uninstalling ZENworks Reporting Server in the Command Line Mode

- 1 Start the uninstallation program.

On Linux, run the following command:

```
/opt/novell/zenworks/bin/zrsuninstall
```

The uninstallation begins.

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

NOTE: When you uninstall ZENworks Reporting Server on a Linux platform, there are some Business Objects Enterprise files that are not removed from the device. You need to manually remove the following Business Objects Enterprise files:

- ♦ /etc/init.d/rc3.d/S10BobjEnterprise120
- ♦ /etc/init.d/rc3.d/K12BobjEnterprise120
- ♦ /etc/init.d/rc5.d/S10BobjEnterprise120
- ♦ /etc/init.d/rc5.d/K12BobjEnterprise120

3.3 Uninstalling ZENworks Reporting Server in the Silent Mode

- 1 Start the uninstallation program.

On Windows, run the following command:

```
%ZENWORKS_HOME%/bin/zrsuninstall.exe
```

On Linux, run the following command:

```
/opt/novell/zenworks/bin/zrsuninstall
```

On a Windows device, you can view the logs in the Windows - %ZENWORKS_HOME%/logs/ZRSuninstall_dd_mm_yyyy_hh.mm.ss.log file. On a Linux device, you can view the logs in the linux - /var/opt/novell/log/zenworks/ZRSuninstall_dd_mm_yyyy_hh.mm.ss.log file.

3.4 Uninstalling ZENworks Reporting Server by Using Windows Add or Remove Programs

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

Troubleshooting ZENworks Reporting Server Installation



The following sections provide solutions to the problems you might encounter while working with Novell ZENworks Asset Management Reporting Server:

- ♦ [Section A.1, “ZENworks Reporting Server Error Messages,” on page 25](#)
- ♦ [Section A.2, “ZENworks Reporting Server Troubleshooting Strategies,” on page 25](#)

A.1 ZENworks Reporting Server Error Messages

This section contains detailed explanations of some of the error messages you might encounter when you are using ZENworks Reporting Server.

- ♦ [“ZENworks Reporting Server Uninstall Failed” on page 25](#)

ZENworks Reporting Server Uninstall Failed

Source: ZENworks 10 Configuration Management SP3; ZENworks Reporting Server.

Possible Cause: The Novell ZENworks Loader service has failed to restart at the end of the uninstallation process.

Action: Manually restart the Novell ZENworks Loader service.

A.2 ZENworks Reporting Server Troubleshooting Strategies

This section provides solutions to problems you might encounter when using ZENworks 10 Configuration Management Reporting Server.

- ♦ [“ZENworks Reporting Server installation fails on a 64-bit Windows device that is using an Oracle database” on page 26](#)
- ♦ [“How do I enable debug logging for ZENworks Reporting Server services?” on page 26](#)
- ♦ [“Where do I find the BusinessObjects Enterprise log files?” on page 26](#)
- ♦ [“Where do I find ZENworks Reporting Server log files?” on page 27](#)
- ♦ [“The ZENworks Reporting Server installation on a virtual machine might fail when you use the ZAM_REPORTING_10.x.0.iso file mounted on the host machine as a CD-ROM on that virtual machine” on page 27](#)
- ♦ [“A message indicating that ZENworks Reporting Server cannot be deleted appears even after uninstalling ZENworks Reporting Server” on page 27](#)
- ♦ [“A message indicating that ZENworks Reporting Server uninstallation process failed is displayed while uninstalling ZENworks Reporting Server” on page 28](#)
- ♦ [“Reporting Server uninstallation on Windows fails if another installation is in progress on the same device” on page 28](#)

- ◆ “Reporting does not work if the ZENworks database is an MS SQL Server database, and the authentication mode is Windows Authentication” on page 28
- ◆ “ZENworks Reporting Server fails to launch through ZENworks Control Center on servers other than the Primary Server on which it has been configured” on page 29
- ◆ “Some BOE files are not removed from the device even after uninstalling ZENworks Reporting Server” on page 29

ZENworks Reporting Server installation fails on a 64-bit Windows device that is using an Oracle database

Source: ZENworks 10 Asset Management SP3; ZENworks Reporting Server.

Possible Cause: The installation path specified for ZENworks Configuration Management might contain parentheses.

Action 1: If you want to install ZENworks Reporting Server on the same Primary Server:

- 1 Uninstall ZENworks Configuration Management from the Primary Server.
- 2 Install ZENworks Configuration Management to a customized location that does not contain any parentheses in the pathname. For more information, see “[Installation Information](#)” in the *ZENworks 10 Asset Management Installation Guide*.

Action 2: If you want to install ZENworks Reporting Server on a different server:

- 1 On the new server, install ZENworks Configuration Management to a customized location that does not contain any parentheses in the pathname. For more information, see “[Installation Information](#)” in the *ZENworks 10 Asset Management Installation Guide*.
- 2 Install ZENworks Reporting Server.

How do I enable debug logging for ZENworks Reporting Server services?

Source: ZENworks 10 Asset Management SP3; ZENworks Reporting Server.

Action: To enable the logs, see TID 3418069 in the [Novell Support Knowledgebase](http://support.novell.com/search/kb_index.jsp) (http://support.novell.com/search/kb_index.jsp).

Where do I find the BusinessObjects Enterprise log files?

Source: ZENworks 10 Asset Management SP3; ZENworks Reporting Server.

Action: You can find the ZENworks Reporting Server installation log files in the following locations:

On Windows:

```
%zenworks_home%\share\boe\Business Objects Enterprise
120\logging\BOEInstall_0.log
```

On Linux:

```
/opt/novell/zenworks/share/boe/bobje/logging/
install_timestamp.log
```

You can find the ZENworks Reporting Server trace files in the following locations:

On Windows:

```
%zenworks_home%\share\boe\Business Objects Enterprise  
120\logging
```

On Linux:

```
/opt/novell/zenworks/share/boe/bobje/logging/
```

Where do I find ZENworks Reporting Server log files?

Source: ZENworks 10 Asset Management SP3; ZENworks Reporting Server.

Action: If you have installed ZENworks Reporting Server through the Graphical User Interface (GUI) Installer, you can find all the installation logs at the following locations:

♦ **On Windows:**

- ♦ %zenworks_home%\logs\ZENworks Reporting Server_date time.log.xml
- ♦ %zenworks_home%\logs\wdeploy-date-time.log
- ♦ %zenworks_home%\logs\ZENworks_Reporting_Install_CheckOracleClient_dd MMM_yyyy_HH-mm-ss.log

♦ **On Linux:**

- ♦ /var/opt/novell/log/zenworks/ZENworks Reporting Server_date time.log.xml
- ♦ /var/opt/novell/log/zenworks/wdeploy-date-time.log
- ♦ %zenworks_home%\logs\ZENworks_Reporting_Install_CheckOracleClient_dd MMM_yyyy_HH-mm-ss.log

The ZENworks Reporting Server installation on a virtual machine might fail when you use the ZAM_REPORTING_10.x.0.iso file mounted on the host machine as a CD-ROM on that virtual machine

Source: ZENworks 10 Asset Management SP3; ZENworks Reporting Server.

Action 1: Extract the ZAM_REPORTING_10.x.0.iso file to a directory on the virtual machine and run ZENworks Reporting Server installation from that directory.

Action 2: Burn the ZAM_REPORTING_10.x.0.iso file to a DVD and use it to install ZENworks Reporting Server on the virtual machine.

A message indicating that ZENworks Reporting Server cannot be deleted appears even after uninstalling ZENworks Reporting Server

Source: ZENworks Asset Management SP3; ZENworks Reporting Server.

Action: Ignore the message. Click *Done* to close the Uninstall Complete window.

A message indicating that ZENworks Reporting Server uninstallation process failed is displayed while uninstalling ZENworks Reporting Server

Source: ZENworks Asset Management SP3; ZENworks Reporting Server.

Explanation: This is an incorrect message that is displayed during the uninstallation process when the Novell ZENworks Loader service has failed to restart at the end of the uninstallation process.

Additionally, the ZENworks Reporting Server uninstall log file and the Service Message log file contain the following messages respectively:

- ◆ “[ERROR] [8/10/09 1:10:00 PM] [] [UNINSTALL] [ZRS Uninstall Failed with exceptioncom.novell.zenworks.configure.ConfigureException: 2]”
- ◆ “Failed to send RPC command to the zenloader process: settings.refresh” respectively.

Action: Manually restart the Novell ZENworks Loader service.

Reporting Server uninstallation on Windows fails if another installation is in progress on the same device

Source: ZENworks 10 Asset Management SP3; ZENworks Reporting Server.

Explanation: The following message is logged into the
%ZENWORKS_HOME%\logs\zrsuninstall.log file:

```
ERROR_INSTALL_ALREADY_RUNNING
```

Action: Do the following:

- 1 Open the Windows Task Manager and stop all instances of `msiexec.exe` and `setup.exe`.
- 2 Uninstall ZENworks Reporting Server.

Reporting does not work if the ZENworks database is an MS SQL Server database, and the authentication mode is Windows Authentication

Source: ZENworks Asset Management SP3; ZENworks Reporting Server.

Explanation: The following error might be displayed while running the reports:

```
A database error occurred. The database error text is:  
[Microsoft][ODBC SQL Server Driver][SQL Server] Login failed  
for user "NT  
AUTHORITY\ANONYMOUS LOGON"..(WIS 10901)
```

Action: Do the following:

- 1 Provide Read permission to %ZENWORKS_HOME%/conf/security directory and Full Control permission to %ZENWORKS_HOME%/share/boe directory for the domain user account of the Windows server that hosts the ZENworks Configuration Management database. For a non-domain user, the username and password must be the same on the ZENworks Configuration Management Server database and ZENworks Reporting Server. You must also provide the Read and Full Control permission to the non-domain user.

- 2 Edit the properties of ZENworks Reporting Server Services on the ZENworks Server:
- 3 From the desktop *Start* menu, click *All Programs > ZENworks Reporting Server > ZENworks Reporting Server > Central Configuration Manager*. The Central Configuration Manager window is displayed.
- 4 Right-click *Server Intelligence Agent (ZENReporting)*, then click *Stop*.
- 5 Right-click *Server Intelligence Agent (ZENReporting)*, then click *Properties*.
The Server Intelligence Agent (ZENReporting) Properties window is displayed.
- 6 In the Log On As panel, deselect *System Account*, then specify the username and password of the domain account of the Windows server that hosts the ZENworks Configuration Management database.
- 7 Click *OK*.
- 8 Right-click *Server Intelligence Agent (ZENReporting)*, then click *Start*.

ZENworks Reporting Server fails to launch through ZENworks Control Center on servers other than the Primary Server on which it has been configured

Source: ZENworks 10 Asset Management; ZENworks Reporting Server.

Explanation: ZENworks Reporting Server fails to launch through ZENworks Control Center on servers other than the Primary Server on which the ZENworks Reporting Server has been configured in a zone.

For example, if you configured ZENworks Reporting Server on the first Primary Server and try to launch it from another Primary Server on which it has not been configured, ZENworks Reporting Server fails to launch.

Action: On the Primary Server on which ZENworks Reporting Server has been configured, open a terminal and run the following commands as a `root` user:

```
/sbin/SuSEfirewall2 stop
/sbin/SuSEfirewall2 start
```

Some BOE files are not removed from the device even after uninstalling ZENworks Reporting Server

Action: Do the following:

- 1 You can find the ZENworks Reporting Server uninstallation log files in the following locations:
`/var/opt/novell/log/zenworks/ZRSuninstall.log`
- 2 Identify the files that are not removed under the `/etc/init.d/location` and manually remove the files from the device.

