

System Reporting Reference

Novell® ZENworks® 10 Configuration Management SP2

10.1

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About This Guide

This Novell *ZENworks 10 Configuration Management System Reporting Reference* includes information to help you successfully create and manage reports in Novell® ZENworks® 10 Configuration Management SP1 (10.1) system. The information in this guide is organized as follows:

- ♦ Chapter 1, “Overview,” on page 9
- ♦ Chapter 2, “Setting Up System Reporting,” on page 13
- ♦ Chapter 3, “Creating and Managing Reports,” on page 25
- ♦ Chapter 4, “Troubleshooting System Reporting,” on page 27
- ♦ Appendix A, “Documentation Updates,” on page 35

Audience

This guide is intended for Novell® ZENworks® administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, 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 10 Configuration Management 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 Configuration Management with SP1 \(10.1\) documentation \(http://www.novell.com/documentation/zcm10/index.html\)](http://www.novell.com/documentation/zcm10/index.html).

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

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When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux*, should use forward slashes as required by your software.

Novell® ZENworks® 10 Configuration Management lets you monitor the activity within your management zone through system reports.

Reports can contain details from a large volume of inventory, packaging, and other device or bundle information. You can create new reports, edit existing reports, delete reports, or generate one or multiple reports. You can create folders to organize and store reports based on your own criteria.

The following sections contain additional information to help you understand the Reporting concepts:

- ♦ [Section 1.1, “Reporting Server Reports,” on page 9](#)
- ♦ [Section 1.2, “Inventory Reports,” on page 9](#)
- ♦ [Section 1.3, “Web Intelligence Documents,” on page 10](#)
- ♦ [Section 1.4, “Universe,” on page 10](#)
- ♦ [Section 1.5, “Central Configuration Manager,” on page 10](#)
- ♦ [Section 1.6, “Reporting Terminology,” on page 10](#)

1.1 Reporting Server Reports

Reporting Server provides a Web interface called BusinessObjects* Enterprise InfoView that provides a broad range of useful business information to your company, including Web Intelligence* documents, spreadsheets, and other documents. With Reporting Server, you can access the information and organize it according to your requirements.

By using BusinessObjects Enterprise InfoView, you can:

- ♦ Create report definitions for bundles, policies, devices, licensing, asset management, and messages.
- ♦ Schedule reports.
- ♦ Maintain the history of reports.
- ♦ Export reports to various formats such as Microsoft* Excel*.
- ♦ Print reports.
- ♦ Distribute reports through e-mail.
- ♦ Have Discussions on the reports.

In BusinessObjects Enterprise InfoView, you can manage predefined reports and custom reports. Predefined reports include report definitions for bundle, policies, devices, licensing, messages, and patch management that are included with ZENworks Configuration Management.

1.2 Inventory Reports

ZENworks Configuration Management allows you to take an inventory of all the devices in your Management Zone, including data on hardware, software, and demographics. An inventory scan allows you to collect data from managed devices in your Management Zone. An inventory only scan

allows you to scan devices in the zone that don't have the ZENworks Adaptive Agent installed but do have the Inventory Module installed. This type of scan is useful for devices running Windows®, NetWare®, and Mac OS*X.

For more information about Inventory Reports, see the *ZENworks 10 Configuration Management Asset Inventory Reference*.

1.3 Web Intelligence Documents

Web Intelligence provides you an easy-to-use, interactive, and flexible user interface for building and analyzing reports on corporate data over the Web, on secured intranets and extranets. You can create Web Intelligence documents by selecting a universe in BusinessObjects Enterprise InfoView and building one or more queries to define the data content of the documents.

1.4 Universe

Universes are patented Business Objects technology. They act as a semantic layer between the user and a database. A universe is a file that contains the following:

- ♦ SQL structures called objects that map to actual SQL structures in the database, such as columns, tables, and database functions. Objects are grouped into classes. Objects and classes are both visible to Web Intelligence users.
- ♦ A schema of the tables and joins used in the database. Objects are built from the database structures that you include in your schema. The schema is only available to Designer users. It is not visible to Web Intelligence and Desktop Intelligence* users.

Web Intelligence users connect to a universe, and run queries against a database. They can perform data analysis and create reports by using the objects in a universe, without seeing, or needing to know anything about, the underlying table schemas in the database.

A universe provides an interface for Web Intelligence users to run queries against a database so as to create reports and perform data analysis.

1.5 Central Configuration Manager

The Central Configuration Manager is a server-management tool that allows you to configure each of your Reporting Server components. This tool allows you to start, stop, enable, and disable servers. It also allows you to view and to configure advanced server settings such as default port numbers, CMS database and clustering details, and SOCKS server connections.

For more information about the Central Configuration Manager, see the *BusinessObjects Enterprise XI Release 2 Administrator's Reference Guide* (<http://support.businessobjects.com/documentation/default.asp>).

1.6 Reporting Terminology

Following are the terms associated with the Reporting Server reports:

Table 1-1 *ZENworks Reporting Terminology*

Term	Description
BusinessObjects Enterprise InfoView	The main user interface for working with reports through Reporting Server. The BusinessObjects Enterprise InfoView runs within your Web browser and gives you the ability to view, export, print, and schedule reports.
Universe	A file that contains SQL structures and the schema of the tables and joins used in the database.
Web Intelligence Document	A report that is generated by selecting a universe in BusinessObjects Enterprise InfoView and building one or more queries to define the data content of the documents.
Report Definition	A Web Intelligence document containing report information, such as database fields.
Report Instance	You can schedule when to the run a report. At the specified time, the system runs the object and creates an object instance. The instance contains actual data from the database. It appears on the History page of the object and has a status of Success or Failed.
Administrator Account	The individual who uses Administrator as the username to log in to the Reporting Server.

Setting Up System Reporting

2

Before generating the Reporting Server reports, review the information in the following sections:

- ♦ [Section 2.1, “Understanding and Assigning the Reporting Rights,” on page 13](#)
- ♦ [Section 2.2, “Synchronizing Report Folders with ZENworks Configuration Management,” on page 17](#)
- ♦ [Section 2.3, “Changing the Passphrase of the Reporting Server,” on page 17](#)
- ♦ [Section 2.4, “Configuring the Reporting Server to Export Reports,” on page 18](#)
- ♦ [Section 2.5, “Launching the BusinessObjects Enterprise InfoView,” on page 21](#)
- ♦ [Section 2.6, “Setting the Reporting Preferences,” on page 22](#)

2.1 Understanding and Assigning the Reporting Rights

The following sections provide detailed information about the Reporting rights that are available to the ZENworks® administrators:

- ♦ [Section 2.1.1, “Understanding the Reporting Rights,” on page 13](#)
- ♦ [Section 2.1.2, “Understanding the Reporting Folders,” on page 14](#)
- ♦ [Section 2.1.3, “Understanding the Predefined Reports,” on page 14](#)
- ♦ [Section 2.1.4, “Assigning Reporting Rights to Administrators,” on page 16](#)

2.1.1 Understanding the Reporting Rights

The ZENworks super administrator can assign the Execute/Publish Reports and the Create/Delete Reports rights for a folder or a Web Intelligence document to other administrators.

The reporting rights are set by exception. For an administrator, if a particular right is assigned to a folder, all the subfolders or reports contained within that folder have the same right, unless specific rights are assigned to them. If no rights are explicitly assigned to an administrator, the administrator can only view the list of all the reports.

- ♦ **Execute/Publish Report Right:** Allows the administrator to schedule reports and manage historical report instances. This right does not allow administrators to create or delete reports or folders within the folder on which the right is conferred.
- ♦ **Create/Delete Report Right:** Includes the Execute/Publish Report right. It allows the administrators to create, modify, or delete Web Intelligence documents and folders contained within the folder on which the right is conferred.

For more information about how to assign reporting rights, see [Section 2.1.4, “Assigning Reporting Rights to Administrators,” on page 16](#).

2.1.2 Understanding the Reporting Folders

ZENworks Reporting contains personal as well as shared folders to create and maintain reports. The reports created in the personal folder are personal to the administrator and are not shared or visible to other administrators. Only the reports that are created in the shared folder are accessible to the other administrators.

The following report folders are available on the Reporting Server:

- ♦ **Favorites Folder:** The Favorites folder is the administrator's personal folder. This folder is available to the administrator who has the Create/Delete Report right or the Execute/Publish Report right. Administrators can save their reports in this folder only if they have the Create/Delete Report right. This folder cannot be viewed by other administrators on the server.

Administrators who have the Create/Delete right on a Favorites folder can also save the customized My InfoView templates in to the Favorites folder. For more information on customizing the My InfoView templates, see the *BusinessObjects Enterprise XI Release 2 InfoView User's Guide* (<http://support.businessobjects.com/documentation/default.asp>).

- ♦ **Novell ZENworks Report Folder:** This is a shared folder that can be accessed by all the ZENworks administrators on the Reporting Server. This folder contains the Custom Reports and the Predefined Reports subfolders.
 - ♦ **Predefined Reports Folder:** The Predefined Reports folder contains reports that are bundled with the product. The folder and its contents are accessible by all the administrators on the server. The administrators can schedule, view, and manage the historical instances of these reports only if they are assigned the Execute/Publish Report right. However, the administrators cannot modify, create or delete these reports.

If you assign Create/Delete rights to the Predefined Report folder, this applies only the Execute/Publish rights to the folder.

For report definitions of each of the reports in the Predefined Reports folder, see [Section 2.1.3, "Understanding the Predefined Reports," on page 14.](#)
 - ♦ **Custom Reports Folder:** Administrators who have the Create/Delete Report right can create subfolders or reports within the Custom Reports folder and share it with other ZENworks administrators based on their reporting rights.

2.1.3 Understanding the Predefined Reports

The Predefined Reports folder includes Predefined reports for Bundles, Policies, Devices, Licensing, Messages, and Patch Management.

Review the following sections to understand the report definitions for each of the predefined reports:

- ♦ ["Bundles and Policies Reports" on page 15](#)
- ♦ ["Devices Reports" on page 15](#)
- ♦ ["Licensing Reports" on page 15](#)
- ♦ ["Messages Reports" on page 15](#)
- ♦ ["Patch Management Reports" on page 16](#)

Bundles and Policies Reports

The following predefined reports are included for Bundles and Policies:

- ♦ **Bundle Deployment Status:** Prompts for the device name, deployment status, and bundle name and displays the deployment details of the bundle.
- ♦ **Bundle Information:** Displays the bundle's details such as name, type, path, version, and the information of the device to which it is assigned.
- ♦ **Content By Server:** Displays the content information for the selected server. The information includes the content name, content type (such as Policy or Bundle), replication state, and the disk space.
- ♦ **Content By Bundle and Policy:** Displays the content information for the policies and bundles. This information includes the content server, content type, replication state, and disk space.

Devices Reports

The following predefined reports are included for Devices:

- ♦ **Assigned Bundles and Policies:** Displays information on all the bundles and policies that are assigned to a particular device.
- ♦ **Inventoried Devices:** Displays the list of the inventoried devices. You can view information such as the host name, device identity, and the date on which the device was registered to the server.
- ♦ **Managed and Discovered Devices:** Displays the list of both the managed and discovered devices. You can view information such as the host name and the primary IP address of the device.
- ♦ **Non-Compliant Devices:** Displays the number of non-compliant devices that are present in a zone.
- ♦ **Server Statistics:** Displays server statistics such as database, disk space, CPU usage, and various connection details that include total connections per day and average connections per day.

Licensing Reports

The following predefined reports are included for Licensing:

- ♦ **License Information:** Displays the licensing details for the Asset Inventory for UNIX/Linux, ZENworks Configuration Management, and ZENworks Asset Management products installed on all the devices in your management zone. You can view information such as the license status for the products, the expiration date of the licenses, number of managed devices and inventory devices that are connected to the server holding the license, and the number of managed users.

Messages Reports

The following predefined reports are included for Messages:

- ♦ **ZENworks Messages:** Displays message details such as the log time and description for all the ZENworks system messages.

Patch Management Reports

The following Predefined reports are included for Patch Management:

- ♦ **Mandatory Baseline Detail:** Displays the applicable device names and patch statuses for the patches within the selected mandatory baseline. This report also helps you to monitor and communicate the compliance level for mandatory patches in the environment.
- ♦ **Mandatory Baseline Summary:** Displays the applicable device names and patch statuses for the patches. It also displays the criticality and the percentage of patched and not patched devices.
- ♦ **Vulnerability Analysis:** Displays the criticality level for patches that are applicable in an enterprise. It also displays the number of devices applicable to the patch, and the percentage of patched devices. This report is designed to assist in showing adherence to various compliances that require a level of patching efforts.

On a Linux server, the Vulnerability Analysis and the Mandatory Baseline Summary reports display blank columns even though the reports have data. To view the data, modify the reports and set the text color to black in the Formatting tool bar, and save the reports. You need to do this only once. For more information on modifying the reports, see [Section 3.2, “Managing Reports,” on page 25](#).

2.1.4 Assigning Reporting Rights to Administrators

By default, a super administrator has the Execute/Publish Report right on the Predefined Reports folder and the Create/Delete Report right on the Custom Reports and the Favorites folders. A super administrator cannot change or override these rights.

Any other administrator must be assigned specific rights on the Predefined Reports, Custom Reports, and Favorites folders.

These reporting rights can also be specified within a role that can be assigned to the administrators. For more information on roles, see “[Managing Administrator Roles](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

To assign reporting rights to the administrators:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Administrators panel, select the administrator to whom you want to assign reporting rights.
- 3 In the Assigned Rights panel, click *Add*, then select *Reporting Rights* to display the Reporting Rights dialog box.
- 4 Click *Add* to browse for and select the folders or reports to which you want to assign the reporting rights for the administrator.

The rights that you assign to the Reports folder are also automatically applied to the Favorites, Custom Reports, and Predefined Reports folders. You cannot assign rights individually to the contents of the Predefined Reports and the Favorites folders.

- 5 Select the reporting rights you want to assign.
You can allow or deny the Create/Delete Report right and Execute/Publish Report right on reports to the administrator.
- 6 Click *OK*.

2.2 Synchronizing Report Folders with ZENworks Configuration Management

The report folders and Web Intelligence documents created in the BusinessObjects Enterprise InfoView must be synchronized with ZENworks Configuration Management in order to enable the ZENworks super administrator to grant reporting rights to other administrators on the folders and Web Intelligence documents. The BusinessObjects Enterprise InfoView sets this synchronization interval. You can also set this synchronization manually.

To manually set the synchronization interval, do the following:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *Folder Sync Schedule* to display the Folder Sync Schedule page.
- 4 Specify the refresh interval when the Custom Report folders that are created in the BusinessObjects Enterprise InfoView must synchronize with the ZENworks Control Center. By default, the refresh interval is five minutes.
- 5 Click *OK* to save the changes.

You can also use the `zman` command line utility to synchronize report folders. For more information, see “[Report Commands](#)” in the *ZENworks 10 Configuration Management Command Line Utilities Reference*.

IMPORTANT: In Reporting Server, if a folder has both a subfolder and a report file with the same name, then only the object that is created first is synchronized with ZENworks Configuration Management. Therefore, it is recommended that you do not create a report and a report folder with the same name.

2.3 Changing the Passphrase of the Reporting Server

When you launch BusinessObjects Enterprise InfoView through the ZENworks Control Center, the ZENworks Primary Server automatically authenticates to the Reporting Server by using a passphrase and launches the BusinessObjects Enterprise InfoView. This passphrase is automatically generated and set during the Reporting Server installation. The super administrator can change this passphrase to a new randomized value.

To change the passphrase:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *Reset the Passphrase of the ZENworks Reporting Server* to display the Reset the Passphrase of the Reporting Server page.
- 4 Select the *Yes* option to change the passphrase, then click *Apply*.

2.4 Configuring the Reporting Server to Export Reports

You can configure the Reporting Server to export reports by e-mail, by setting up file locations or an FTP server at the destination.

Review the following sections to understand the different ways in which you can export the reports:

- ♦ [Section 2.4.1, “Configuring the Reporting Server to Send E-Mail Notifications to the ZENworks Administrator,” on page 18](#)
- ♦ [Section 2.4.2, “Configuring the Reporting Server to Set Up Destination File Locations,” on page 20](#)
- ♦ [Section 2.4.3, “Configuring the Reporting Server to Set Up the Destination FTP Server,” on page 21](#)

2.4.1 Configuring the Reporting Server to Send E-Mail Notifications to the ZENworks Administrator

You can distribute reports created in the BusinessObjects Enterprise InfoView by automatically including them in an e-mail.


To configure the Reporting Server to send e-mail notifications to the ZENworks administrator:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *E-mail Notification Settings* to display the E-mail Notification Settings page.
- 4 Fill in the following fields:

From: Specify the sender’s e-mail address.


To: Specify the e-mail address of the recipients to whom you want to send the report. You can specify more than one e-mail address by separating them with commas.

CC: Specify the e-mail address of the recipients to whom you want to send a carbon copy of the report. You can specify more than one e-mail address by separating them with commas.

Subject: Specify the subject of the e-mail. You can also use predefined macros for the subject. You can also use the predefined macros for the subject. Click , then select the variable you want to use. The following table describes various variables and their respective macros:


Variable	Macro as Displayed in the Subject Field	Description
Title	%SI_NAME%	Name of the report.
ID	%SI_ID%	Report ID.
Owner	%SI_OWNER%	Name of the report owner.
Date/Time	%SI_STARTTIME%	Date and time when the report is scheduled.
User Full Name	%SI_USERFULLNAME%	Name of the administrator who schedules and sends the report.

Variable	Macro as Displayed in the Subject Field	Description
E-mail Address	%SI_EMAIL_ADDRESS%	E-mail address of the administrator who schedules and sends the report.

Message: Specify the message to be sent. You can also use the predefined macros to send the message. Click , then select the variable you want to use. The following table describes various variables and their respective macros:

Variable	Macro as Displayed in the Subject Field	Description
Title	%SI_NAME%	Name of the report.
ID	%SI_ID%	Report ID.
Owner	%SI_OWNER%	Name of the report owner.
Date/Time	%SI_STARTTIME%	Date and time when the report is scheduled.
User Full Name	%SI_USERFULLNAME%	Name of the administrator who schedules and sends the report.
E-mail Address	%SI_EMAIL_ADDRESS%	E-mail address of the administrator who schedules and sends the report.
Viewer Hyperlink	%SI_VIEWER_URL%	The URL for the viewer in which you want the E-mail recipient to view the report.

Attach Report Instance to E-mail Message: Select this option, and configure the following settings if you want to attach an instance of the report to the e-mail:

- ♦ **Use the Default Filename (Randomly Generated):** Select this option if you want a default name to be assigned to the report instance. By default, this option is selected.
- ♦ **Specify a Filename:** Select this option, then specify a name for the report instance. You can also use predefined macros to create the filename. You can also use predefined macros to create the filename. Click , then select the variable you want to use. The following table describes various variables and their respective macros:

Variable	Macro as Displayed in the Subject Field	Description
Title	%SI_NAME%	Adds the name of the report to the filename.
ID	%SI_ID%	Adds the report ID to the filename.
Owner	%SI_OWNER%	Adds the name of the report owner to the filename.
Date/Time	%SI_STARTTIME%	Adds the date and time when the report is scheduled to the filename.
User Full Name	%SI_USERFULLNAME%	Adds the name of the administrator who schedules and sends the report.
E-mail Address	%SI_EMAIL_ADDRESS%	Adds the E-mail address of the administrator who schedules and sends the report, to the filename.
File Extension	%EXT%	.Adds the .ext extension to the filename.

- ♦ **Add File Extension:** Select this option if you want the file extension to be added to the name of the report instance.

5 Click *OK* to save the changes.

2.4.2 Configuring the Reporting Server to Set Up Destination File Locations

You can specify the destination directory for the report instances on the Reporting Server or on any other remote server.

To configure the Reporting Server to specify the file locations:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *File Location Notification Settings* to display the File Location Notification Settings page.
- 4 Fill in the following fields:

Directory: Specify the path to the directory on the destination device to save the report instance.

Filename: You can either select a default name or specify a name for the report instance.

Use the Default Filename (Randomly Generated): Select this option to assign a default name to the report instance. By default, this option is selected.

Specify a Filename: Select this option, then specify a name for the report instance.

 - ♦ **Add File Extension:** Select this option to add a file extension to the name of the report instance.

Username: Specify the username who has the permission to write files to the destination directory.

Password: Specify the password for the username you provided.

2.4.3 Configuring the Reporting Server to Set Up the Destination FTP Server

You can specify the destination on the FTP server where you want to transfer the reporting instances.

To configure the Reporting Server to specify the location:

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Management Zone Settings panel, click *Reporting Services*.
- 3 Click *FTP Server Notification Settings* to display the FTP Server Notification Settings page.
- 4 Fill in the following fields:
 - Host:** Specify the hostname of the FTP server where you want to transfer the reporting instances.
 - Port:** Specify the port on which the FTP server is running. The default port is 21.
 - Username:** Specify the username that has permission to write the report instances to the FTP server.
 - Password:** Specify the password for the username you provided.
 - Account:** Specify the FTP account information that is part of the standard FTP protocol. Provide this information only if your FTP server requires it.
 - Directory:** Specify the path for the directory on the FTP server where you want to save the report instance.
 - Filename:** You can either select a default name or specify a name for the report instance.
 - Automatically Generated:** Select this option to assign a default name to the report instance. By default, this option is selected.
 - Specify a Filename:** Select this option, then specify a name for the report instance.
 - ♦ **Add File Extension:** Select this option to add a file extension to the name of the report instance.

2.5 Launching the BusinessObjects Enterprise InfoView

You can launch the BusinessObjects Enterprise InfoView only through ZENworks Control Center. An administrator who has logged in to the ZENworks Control Center is automatically logged in to the Reporting Server.

To launch the BusinessObjects Enterprise InfoView from ZENworks Control Center:

- 1 In ZENworks Control Center, click the *Reports* tab.
- 2 In the BusinessObjects Enterprise Reporting panel, click *BusinessObjects Enterprise InfoView*. The BusinessObjects Enterprise InfoView page is displayed with initial view as *Home*.

NOTE: To change the preferences of the initial view, set the preferences in the Preferences page of the BusinessObjects Enterprise InfoView. For more information, see [Section 2.6, “Setting the Reporting Preferences,” on page 22](#).

For more information about working with the BusinessObjects Enterprise InfoView, see the *BusinessObjects Enterprise XI Release 2 InfoView User's Guide* (http://help.sap.com/businessobject/product_guides/boexir2/en/xir2_bip_user_en.pdf).

2.6 Setting the Reporting Preferences

Preferences determine the specific settings for the various objects that you view. You can set the preferences to personalize the BusinessObjects Enterprise InfoView. You can set preferences for general viewing and for the formats for the Web Intelligence documents in the BusinessObjects Enterprise InfoView. For more information about the Web Intelligence preferences, see the *BusinessObjects Enterprise XI Release 2 InfoView User's Guide* (<http://support.businessobjects.com/documentation/default.asp>).

NOTE: The Crystal Reports preferences are not supported in ZENworks Configuration Management.

Some of the preferences are set by default during the Reporting Server installation. However, you can change these preference settings to suit your requirements. You should set your preferences before you begin to work with objects in the BusinessObjects Enterprise InfoView.

The following table lists the preferences that are selected by default on the Preferences page in the BusinessObjects Enterprise InfoView during the Reporting Server installation:

Table 2-1 Preferences and their default settings

Preference	Options	Default Settings/Values
General	My initial view is....	Home
	My default navigation view is...	Folder
	On my desktop	10
	For each document, show me...	<ul style="list-style-type: none">◆ Description◆ Owner◆ Date◆ Instance count◆ Actions and description (if selected) initially not hidden
	When I close my browser window...	Always log me off InfoView
	My interface locale is..	The locale that you have used to launch the ZENworks Control Center
Web Intelligence Document	Select a view format	Interactive
	Select a report panel	Query - HTML
	Select a default universe	None

BusinessObjects Enterprise InfoView has been customized according to Novell specifications. ZENworks Configuration Management overrides a few of these custom settings. When you set the preferences in the BusinessObjects Enterprise InfoView, it persists only for the currently logged in session. However, when you open a new session of the BusinessObjects Enterprise InfoView, ZENworks Configuration Management overrides a few of these custom settings. The default values that were set to the preferences during the installation of the Reporting Server are applied to the preferences.

ZENworks Configuration Management overrides the settings for the following preferences:

- ♦ My interface locale
- ♦ For each document, show me...(all options)
- ♦ My default navigation view is...
- ♦ When I close my browser window
- ♦ On my desktop

Creating and Managing Reports

3

You can use ZENworks Configuration Management to create report definitions and manage the reports.

- ♦ [Section 3.1, “Creating Custom Report Definitions,” on page 25](#)
- ♦ [Section 3.2, “Managing Reports,” on page 25](#)
- ♦ [Section 3.3, “Managing Report Discussions,” on page 26](#)

For detailed information about creating the Reporting Server reports, see the [BusinessObjects Enterprise XI Release 2 InfoView User's Guide](http://support.businessobjects.com/documentation/default.asp) (<http://support.businessobjects.com/documentation/default.asp>).

3.1 Creating Custom Report Definitions

- 1 In the ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *BusinessObjects Enterprise InfoView* to launch the BusinessObjects Enterprise InfoView.
- 3 In the BusinessObjects Enterprise InfoView panel, click *New > Web Intelligence Document*.
- 4 In the *Universe* pane, select one of the following options:
 - ♦ **ZENworks Asset Management:** Allows you to create report definitions for ZENworks Asset Management reports.
 - ♦ **ZENworks Configuration Management:** Allows you to create report definitions for ZENworks Configuration Management reports.
 - ♦ **ZENworks Patch Management:** Allows you to create report definitions for ZENworks Patch Management reports.

The Web Intelligence HTML Query Panel is displayed.

- 5 In the *Data* tab, navigate to the universe object on which you want to create a report, and drag the object to the right pane.
- 6 Click *Run Query*.
- 7 Save the report.

NOTE: To locate the *Save* button, use the PageDown or the Down-arrow key.

3.2 Managing Reports

- 1 In the ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *BusinessObjects Enterprise InfoView* to launch the BusinessObjects Enterprise InfoView.
- 3 View or modify the reports as necessary.


Refer to the following table to understand the tasks that you can perform on a report in the BusinessObjects Enterprise InfoView:

Task	Action	Additional Details
Viewing the previous report instances	Click <i>History</i> .	Lists the report instances you can view.
Viewing the latest instance of a report	Click <i>View Latest Instance</i> .	The latest instance is the one most recently created.
Deleting a report or report instance	Click <i>Delete</i> .	Only the Administrator account can delete the report instances in the Predefined Reports folder.
Modifying a report	Click <i>Modify</i> .	You can modify the report template, queries, and layout.
Scheduling a report	Click <i>Schedule</i> .	You can schedule a report to automatically run at a certain time.

You can also perform these tasks by using the zman command line utility. For more information on using the zman command line utility, see “**Report Commands**” in the *ZENworks 10 Configuration Management Command Line Utilities Reference*.

3.3 Managing Report Discussions

The Discussions panel in the BusinessObjects Enterprise InfoView is a channel for discussion among all the administrators. This panel is enabled for users who have the Execute/Publish Report right.

To open the Discussions panel, click the . For more information on managing discussions, see the *BusinessObjects Enterprise XI Release 2 InfoView User's Guide* (<http://support.businessobjects.com/documentation/default.asp>).

Troubleshooting System Reporting

4

The following sections provide solutions to the problems you might encounter while working with ZENworks Configuration Management System Reporting:

- ♦ Section 4.1, “System Reporting Error Messages,” on page 27
- ♦ Section 4.2, “System Reporting Troubleshooting Strategies,” on page 30

To troubleshoot other problems that you might encounter while working with Reporting Server, see the *BusinessObjects XI Release 2 Error Message Guide* (http://support.businessobjects.com/documentation/product_guides/default.asp).

4.1 System Reporting Error Messages

- ♦ “An error has occurred: Batch state is unknown” on page 27
- ♦ “Assertion failed. Unexpected expression type dfe_PlaceHolder while compiling” on page 28
- ♦ “30270: An internal error occurred while calling the 'processDPCommands' API. (Error: WIS 30270) BOException caught:RESULT=80004005;WHAT=RefreshBatch failed” on page 28
- ♦ “There was an error starting Report Application Server” on page 28
- ♦ “There are no Reporting Servers configured in the Management” on page 29
- ♦ “An error occurred at the server: Sorry, you do not have the right to 'Add objects to the folder' (id -?) for 'Administrator' (id -?). Please contact your system or permissions administrator if you require this right.” on page 29
- ♦ “Reporting Server installation failed. Please see the installation log file for details” on page 29
- ♦ “Database error [Microsoft] ODBC SQL Server Driver [SQL Server]. The text, ntext, and image data types cannot be compared or sorted, except when using IS NULL or LIKE operator. Contact your BusinessObjects administrator or database supplier for more information. (Error: WIS 10901)” on page 29
- ♦ “Database error: ORA-00932: inconsistent datatypes: expected - got CLOB. Contact your BusinessObjects administrator or database supplier for more information. (Error: WIS 10901)” on page 30

This section contains detailed explanations of the error messages you might encounter using System Reporting.

An error has occurred: Batch state is unknown

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: In the BusinessObjects* Enterprise InfoView, you might encounter this error if you access the parent reporting folder after generating the reports.

Action: After generating the reports, log out of the BusinessObjects Enterprise InfoView and log in again to the BusinessObjects Enterprise InfoView.

Assertion failed. Unexpected expression type dfe_PlaceHolder while compiling

Source: ZENworks 10 Configuration Management; System Reporting.

Possible Cause: If you launch the Assigned Bundles and Policies, Assigned Devices, or Bundle Information predefined report, you might encounter this error if the database is Sybase*. This is a defect inherent to the Sybase engine.

Action: None.

30270: An internal error occurred while calling the 'processDPCCommands' API. (Error: WIS 30270) BOException caught:RESULT=80004005;WHAT=RefreshBatch failed

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: If you schedule a Predefined report or a Web Intelligence report published by using the `report-deploy` command, you might encounter this error.

Possible Cause: The `report-deploy` command publishes *.wid files into the BusinessObjects File repository, opens the document, refreshes it, then saves it again. If it fails to refresh for reasons such as the database connectivity timing out, it leaves the document in a invalid state. The report is deployed to the Reporting Server but fails when it is scheduled.

Action: Do the following.

- 1 Open the report that you want to schedule in the BusinessObjects Enterprise InfoView.
- 2 Click *Refresh Data*.
- 3 Save the report.
- 4 Schedule the report. For more information on how to schedule a report, see [Chapter 3, “Creating and Managing Reports,” on page 25](#).

There was an error starting Report Application Server

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: When BusinessObjects is installed through command line, you might encounter this error.

Possible Cause: BusinessObjects failed to start the Report Application Server.

Action: Restart the Report Application Server either from the Windows Services or the Central Configuration Manager.

To restart the Report Application Server from the Windows Services:

- 1 From the desktop *Start* menu, click *Run*.
- 2 Specify `services.msc`, then click *OK* to display the Services window.
- 3 Right-click *Report Application Server*, then click *Restart*.

To restart the Report Application Server from the Central Configuration Manager:

- 1 From the desktop *Start* menu, click *Programs > BusinessObjects XI Release 2 > BusinessObjects Enterprise > Central Configuration Manager* to display the Central Configuration Manager window.
- 2 Right-click *Report Application Server*, then click *Restart*.

There are no Reporting Servers configured in the Management

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: In a management zone, if the Primary Server is a SLES 10 64-bit device, and ZENworks Reporting is installed on a Windows Secondary ZENworks Configuration Management server, then you might encounter this error when you try to launch Reporting from the Secondary Server. The Reporting options might be disabled in the *Reporting* tab of ZENworks Control Center.

Possible Cause: The ZENworks Configuration Management post-installation tasks have not been successfully completed on the Secondary Server.

Action: Launch Reporting from the SLES 10 Primary Server.

An error occurred at the server: Sorry, you do not have the right to 'Add objects to the folder' (id -?) for 'Administrator' (id -?). Please contact your system or permissions administrator if you require this right.

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: You might encounter this error when you try to save a template to My InfoView in the BusinessObjects Enterprise InfoView.

Possible Cause: You do not have rights to save reports or data to the My Favorites folder.

Action: Get Create/Delete Report rights for the Favorites folder from the Administrator.

Reporting Server installation failed. Please see the installation log file for details

Source: ZENworks 10 Configuration Management; System Reporting; Installation.

Explanation: This is an incorrect error message that is displayed even though the Reporting Server has been successfully installed.

Action: Ignore the message.

Database error [Microsoft] ODBC SQL Server Driver [SQL Server]. The text, ntext, and image data types cannot be compared or sorted, except when using IS NULL or LIKE operator. Contact your BusinessObjects administrator or database supplier for more information. (Error: WIS 10901)

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: You might encounter this error when you do the following:

- 1 Log in to *ZENworks Control Center* and click *Reports*.
- 2 Click *BusinessObjects Enterprise InfoView* under *BusinessObjects Enterprise Reporting* to launch BusinessObjects Enterprise InfoView.

- 3 In the BusinessObjects Enterprise InfoView toolbar, click *New > Web Intelligence Document*.
- 4 In the *Universe* pane, click *ZENworks Configuration Management*. The Web Intelligence HTML Query Panel is displayed.
- 5 From the *Data* tab, drag *System Messages* folder to the *Result Objects* pane.
- 6 Click *Run Query*.

Possible Cause: Presence of an object (*Additional Information*) of type `ntext` in the `GROUP BY` clause of the query.

Action: Remove *Additional Information* from the *Result Objects* pane and click *Run Query*.

Database error: ORA-00932: inconsistent datatypes: expected - got CLOB. Contact your BusinessObjects administrator or database supplier for more information. (Error: WIS 10901)

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: You might encounter this error when you do the following:

- 1 Log in to *ZENworks Control Center* and click *Reports*.
- 2 Click *BusinessObjects Enterprise InfoView* under *BusinessObjects Enterprise Reporting* to launch BusinessObjects Enterprise InfoView.
- 3 In the BusinessObjects Enterprise InfoView toolbar, click *New > Web Intelligence Document*.
- 4 In the *Universe* pane, click *ZENworks Configuration Management*. The Web Intelligence HTML Query Panel is displayed.
- 5 From the *Data* tab, drag *System Messages* folder to the *Result Objects* pane.
- 6 Click *Run Query*.

Possible Cause: Presence of an object (*Additional Information*) of type `CLOB` in the `GROUP BY` clause of the query.

Action: Remove *Additional Information* from the *Result Objects* pane and click *Run Query*.

4.2 System Reporting Troubleshooting Strategies

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

- ♦ “Unable to launch the BusinessObjects Enterprise InfoView” on page 31
- ♦ “If you launch BusinessObjects Enterprise InfoView in Internet Explorer, the BusinessObjects Enterprise InfoView hangs while opening a Web Intelligence document” on page 31
- ♦ “If you launch the BusinessObjects Enterprise InfoView by using Mozilla Firefox, the report might not generate the correct data if you change its attributes” on page 32

- ♦ “Reporting rights might not correctly work if you launch ZENworks Control Center from a locale other than English” on page 32
- ♦ “Unable to send reports as an e-mail by using BusinessObjects Enterprise InfoView if Reporting Server is installed on SLES 10 server” on page 32
- ♦ “Unable to send reports to a file location by using BusinessObjects Enterprise InfoView if Reporting Server is installed on SLES 10 server” on page 32
- ♦ “Unable to create a new Web Intelligence document in the BusinessObjects Enterprise InfoView” on page 32
- ♦ “Reports data displays #incompatible when the user creates a report by using Query HTML” on page 33
- ♦ “Unable to schedule reports to a file location on a Linux device” on page 33
- ♦ “The BusinessObjects Enterprise InfoView link is disabled in ZENworks Control Center when connected through a ZENworks Primary Server on which the Reporting Server is not installed” on page 34
- ♦ “Unable to log into the BusinessObjects Enterprise InfoView from the BusinessObjects Enterprise login console when the BusinessObjects Enterprise InfoView session times out” on page 34

Unable to launch the BusinessObjects Enterprise InfoView

Source: ZENworks 10 Configuration Management; System Reporting.

Possible Cause: The firewall is turned on for the ZENworks Server that has Reporting Server installed.

Action: Disable the firewall and relaunch BusinessObjects Enterprise InfoView. For more information, see “[Working With a Firewall](#)” in the *ZENworks 10 Configuration Management Reporting Server Installation Guide*.

If you launch BusinessObjects Enterprise InfoView in Internet Explorer, the BusinessObjects Enterprise InfoView hangs while opening a Web Intelligence document

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: If you launch BusinessObjects Enterprise InfoView in Internet Explorer, the BusinessObjects Enterprise InfoView hangs while opening a Web Intelligence document, and displays the following message:

Please wait while the document is being processed.

Action: Add the Reporting Server to the list of trusted sites.

- 1 In Internet Explorer, click *Tools > Internet Options*.
- 2 Click the *Security* tab, click *Trusted Sites*, then click *Sites*.
- 3 Specify the site address of the Reporting Server.
- 4 Click *Add*.
- 5 Click *OK* twice.

If you launch the BusinessObjects Enterprise InfoView by using Mozilla Firefox, the report might not generate the correct data if you change its attributes

Source: ZENworks 10 Configuration Management; System Reporting.

Action: Launch the BusinessObjects Enterprise InfoView by using the recommended version of Internet Explorer, change the attributes as desired, then generate the report. For more information about the recommended version of Internet Explorer, see “[Administration Browser Requirements](#)” in the *ZENworks 10 Configuration Management Installation Guide*.

Reporting rights might not correctly work if you launch ZENworks Control Center from a locale other than English

Source: ZENworks 10 Configuration Management; System Reporting.

Action: Launch ZENworks Control Center using the English locale.

Unable to send reports as an e-mail by using BusinessObjects Enterprise InfoView if Reporting Server is installed on SLES 10 server

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: If Reporting Server is installed on a SLES 10 server, you might encounter the following error message when you try to send a report as an e-mail by using the BusinessObjects Enterprise InfoView (from the Header panel, click *Send > To Email*):

The destination plugin required for this action is disabled. If you require this functionality, please contact your system administrator.

Action: None.

Unable to send reports to a file location by using BusinessObjects Enterprise InfoView if Reporting Server is installed on SLES 10 server

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: If Reporting Server is installed on a SLES 10 server, you might encounter the following error message when you try to send a report to a file location by using the BusinessObjects Enterprise InfoView (from the Header panel, click *Send > To File Location*):

The destination plugin required for this action is disabled. If you require this functionality, please contact your system administrator.

Action: None.


Unable to create a new Web Intelligence document in the BusinessObjects Enterprise InfoView

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: In the BusinessObjects Enterprise InfoView, you might encounter an error when you click *Run Query* while creating a new Web Intelligence document.

Possible Cause: The report panel preference for the Web Intelligence document is set to Query-HTML.

Action: Change the report panel preference of the Web Intelligence document to Java Report Panel.


- 1 Launch the BusinessObjects Enterprise InfoView.
- 2 Click the *Preferences* icon () located in top right corner of the toolbar to display the Preferences page.
- 3 Click the *Web Intelligence Document* tab.
- 4 Select *Java Report Panel*.
- 5 Click *Apply > OK*.

Reports data displays #incompatible when the user creates a report by using Query HTML

Source: ZENworks 10 Configuration Management; System Reporting.

Possible Cause: The report panel preference for the Web Intelligence document is set to Query-HTML when creating a report.

Action: Do the following to change the report panel preference of the Web Intelligence document to Java Report Panel:

- 1 Launch the BusinessObjects Enterprise InfoView.
- 2 Click the *Preferences* icon () located in top right corner of the toolbar to display the Preferences page.
- 3 Click the *Web Intelligence Document* tab.
- 4 Select *Java Report Panel*.
- 5 Click *Apply > OK*.
- 6 Create the report again.

Unable to schedule reports to a file location on a Linux device

Source: ZENworks 10 Configuration Management; System Reporting

Explanation: When you try to schedule reports to a file location on a Linux device, the status of the report is displayed as Failed. When you click *Failed*, the following error message is displayed:

destination directory error. CrystalEnterprise.Disk unmanaged:

Possible Cause: The username and password are specified in the *Schedule* panel.

Action: Leave the *Username* and *Password* fields blank while scheduling reports to a file location on a Linux device.

Possible Cause: The ZENworks user on the Linux device does not have permission to write files to the destination file location.

Action: Make sure the ZENworks user on the Linux device has permission to write files to the destination file location.

The BusinessObjects Enterprise InfoView link is disabled in ZENworks Control Center when connected through a ZENworks Primary Server on which the Reporting Server is not installed

Source: ZENworks 10 Configuration Management; System Reporting

Possible Cause: The device is unable to resolve the DNS name of the device in a zone on which the Reporting Server is installed.

Action: In the `hosts` file of the device, enter the IP address of the device on which the Reporting Server is installed.

The `hosts` file is located in `c:\WINDOWS\system32\drivers\etc\` on Windows, and in `/etc/hosts` on Linux.

Unable to log into the BusinessObjects Enterprise InfoView from the BusinessObjects Enterprise login console when the BusinessObjects Enterprise InfoView session times out

Source: ZENworks 10 Configuration Management; System Reporting

Action: Launch the BusinessObjects Enterprise InfoView from ZENworks Control Center:

- 1** In ZENworks Control Center, click the *Reports* tab.
- 2** In the BusinessObjects Enterprise Reporting panel, click *BusinessObjects Enterprise InfoView*.

Documentation Updates

A

This section contains information on documentation content changes that were made in this *System Reporting Reference* after the initial release of Novell® ZENworks® 10 Configuration Management. The changes are listed according to the date they were published.

The documentation for this product is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the changes listed in this section.

If you need to know whether a copy of the PDF documentation that you are using is the most recent, the PDF document includes a publication date on the title page.

The documentation was updated on the following dates:

- ♦ [Section A.1, “October 18, 2009: Update for ZENworks Configuration Management \(10.1.3\),” on page 35](#)
- ♦ [Section A.2, “October 8, 2008: Update for ZENworks Configuration Management \(10.1.1\),” on page 35](#)
- ♦ [Section A.3, “August 6, 2008: SP1 \(10.1\),” on page 36](#)

A.1 October 18, 2009: Update for ZENworks Configuration Management (10.1.3)

Updates were made to the following sections:

Location	Update
Section , “Patch Management Reports,” on page 16	Updated this section.

A.2 October 8, 2008: Update for ZENworks Configuration Management (10.1.1)

Updates were made to the following sections:

Location	Update
Section 4.2, “System Reporting Troubleshooting Strategies,” on page 30	Added the following scenario: <ul style="list-style-type: none">♦ “Unable to log into the BusinessObjects Enterprise InfoView from the BusinessObjects Enterprise login console when the BusinessObjects Enterprise InfoView session times out” on page 34

A.3 August 6, 2008: SP1 (10.1)

Updates were made to the following sections:

Location	Update
Section 2.1.2, "Understanding the Reporting Folders," on page 14	Added this section to provide information on the Reporting folders.
Section 2.1.4, "Assigning Reporting Rights to Administrators," on page 16	Updated this section.
Section 2.2, "Synchronizing Report Folders with ZENworks Configuration Management," on page 17	Updated this section.
Section 2.3, "Changing the Passphrase of the Reporting Server," on page 17	Added this section to provide information on changing the passphrase of the Reporting Server.
Section 2.4, "Configuring the Reporting Server to Export Reports," on page 18	Added sections Section 2.4.2, "Configuring the Reporting Server to Set Up Destination File Locations," on page 20 and Section 2.4.3, "Configuring the Reporting Server to Set Up the Destination FTP Server," on page 21.
Section 2.6, "Setting the Reporting Preferences," on page 22	Updated this section.
Working with Firewall	Moved this information to the Reporting Server Installation guide. For more information, see <i>ZENworks 10 Configuration Management Reporting Server Installation Guide</i> .
Chapter 3, "Creating and Managing Reports," on page 25	Reorganized and updated the information in this section.
Chapter 4, "Troubleshooting System Reporting," on page 27	Added the following scenarios: <ul style="list-style-type: none">◆ "Unable to schedule reports to a file location on a Linux device" on page 33◆ "The BusinessObjects Enterprise InfoView link is disabled in ZENworks Control Center when connected through a ZENworks Primary Server on which the Reporting Server is not installed" on page 34