

Novell ZENworks® 10 Configuration Management

10.0.3

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SYSTEM REPORTING REFERENCE

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Novell®

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About This Guide

This *Novell ZENworks System Reporting Reference* includes information to help you successfully create and manage reports. 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 Reports,” on page 21
- ♦ Chapter 4, “Managing Reports,” on page 23
- ♦ Chapter 5, “Troubleshooting System Reporting,” on page 25

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 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 documentation \(http://www.novell.com/documentation/zcm10/index.html\)](http://www.novell.com/documentation/zcm10/index.html).

Documentation Conventions

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.

Overview

1

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, “BusinessObjects Enterprise 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 BusinessObjects Enterprise Reports

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

Using BusinessObjects 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* and Crystal Reports*.
- ♦ Print reports.
- ♦ Distribute reports through e-mail.

In BusinessObjects 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 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 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 BusinessObjects Enterprise 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 BusinessObjects Enterprise reports:

Table 1-1 *ZENworks Reporting Terminology*

Term	Description
BusinessObjects InfoView or InfoView	The main user interface for working with reports through 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 InfoView and building one or more queries to define the data content of the documents.
Report Instance	A Web Intelligence document containing report information, such as database fields.
Report Definition	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.

Setting Up System Reporting

2

Before generating BusinessObjects Enterprise reports, review the information in the following sections:

- ♦ [Section 2.1, “Understanding Reporting Rights,” on page 13](#)
- ♦ [Section 2.2, “Creating New Reporting Users,” on page 14](#)
- ♦ [Section 2.3, “Assigning Reporting Rights to Users,” on page 15](#)
- ♦ [Section 2.4, “Synchronizing Report Folders with ZENworks Control Center,” on page 15](#)
- ♦ [Section 2.5, “Configuring the BusinessObjects Enterprise to Send E-Mail Notifications to the ZENworks Administrator,” on page 16](#)
- ♦ [Section 2.6, “Launching the InfoView,” on page 18](#)
- ♦ [Section 2.7, “Understanding the Default Preferences in InfoView,” on page 18](#)
- ♦ [Section 2.8, “Working with a Firewall,” on page 18](#)

2.1 Understanding Reporting Rights

The following sections provide detailed information about the Reporting rights that are available to the ZENworks® administrator and other users:

- ♦ [Section 2.1.1, “Understanding the Reporting Rights Available to the Administrator,” on page 13](#)
- ♦ [Section 2.1.2, “Understanding the Reporting Rights Available to Other Users,” on page 14](#)

2.1.1 Understanding the Reporting Rights Available to the Administrator

During the ZENworks Configuration Management installation, a default Administrator account is created. The ZENworks administrator can directly log in to the BusinessObjects InfoView, and create new reports or schedule predefined reports. By default, the administrator has all the reporting rights that includes the Create/Delete right on the Custom Reports folder and the Execute/Publish right on the Predefined Report folder. The rights assigned to the administrator cannot be modified.

WARNING: Because of certain limitations in BusinessObjects Enterprise, it is not possible to limit rights on the Custom Report folder. Hence, the administrator can intentionally or unintentionally delete the Custom Reports folder. If the folder is deleted, then all the custom reports are also deleted. Be careful while working with the Custom Reports folder.

The ZENworks administrator can also create new Reporting users. For more information, see [Section 2.2, “Creating New Reporting Users,” on page 14](#).

The Favorites and the Report Conversion Tool folders are displayed in the BusinessObjects InfoView only if you log into the InfoView as a ZENworks administrator. The ZENworks Administrator has all rights only to the Novell ZENworks Reports folder and its subfolders. On all other folders of the InfoView, including the Favorites and the Report Conversion Tool, the ZENworks Administrator has only the Read right.

2.1.2 Understanding the Reporting Rights Available to Other Users

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

- ♦ **Execute/Publish Report Right:** This right allows the users to schedule reports, and manage historical report instances within the Predefined Reports folder and other folders on which the right is conferred. This right does not allow users to create or delete reports or folders within the folder on which the right is conferred.
- ♦ **Create/Delete Report Right:** This right includes the Execute/Publish Report right. It allows the users to create, modify or delete Web Intelligence documents and folders contained within the folder on which the right is conferred. However, the users cannot modify the contents of the Predefined Reports folder. They can only schedule, view, and manage the historical instances of the reports in the Predefined Reports folder.

The reporting rights are set by exception. 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 right is explicitly assigned to a user on any folder, then the user, by default, has the right to view reports and historical report instances of Web Intelligence documents of the Custom Reports folder and the Predefined Reports folder.

For more information about how to assign reporting rights to users, see [Section 2.3, “Assigning Reporting Rights to Users,” on page 15](#).

2.2 Creating New Reporting Users

The ZENworks administrator can create new reporting users by using ZENworks Control Center.

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Administrators panel, click *New* to display the Add New Administrator dialog box.
- 3 You can create a new Administrator account by providing a name and password, or by basing it on an existing user in the user source. Optionally, you can give the new administrator the same rights that the logged-in administrator has.

The following table explains the various ways to create an administrator:

Tasks	Steps
Create a New Administrator by Providing Name, Password	1. Specify the administrator name, full name, and the password for the new administrator.

Tasks	Steps
Based on User(s) in a User Source	<ol style="list-style-type: none"> 1. Click <i>Add</i> to display the Select User dialog box. 2. Browse for and select the users for whom you want to assign rights. To do so: <ol style="list-style-type: none"> a. Navigate the folders using the <i>Look in</i> list until you find the user you want to select. If you know the name of the user you are looking for, you can use the <i>Item name</i> box to search for the user. b. Click the underlined link in the <i>Name</i> column to select the user and display the name in the <i>Selected</i> list. c. (Optional) Repeat Step 2a and Step 2b to add additional users to the <i>Selected</i> list. d. Click <i>OK</i> to add the user to the list.

- 4 Select the *Give this Administrator the Same Rights as I Have* option to assign the new administrator the same rights that the logged-in administrator has.
- 5 Click *OK*.

By default, the user has the right to view reports and historical report instances of Web Intelligence documents of the Custom Reports folder and the Predefined Reports folder.

2.3 Assigning Reporting Rights to Users

- 1 In ZENworks Control Center, click the *Configurations* tab.
- 2 In the Administrators panel, click the user 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 to and select the folders or reports to which you want to assign the reporting rights.
- 5 Select the reporting rights you want to assign.
You can allow or deny the user the rights to create, delete, execute, or publish reports.
- 6 Click *OK*.

NOTE: If you select the *Super Administrator* option while assigning or deleting rights, then this administrator is a super administrator with all rights. This overrides any assigned rights that might be allowed, denied, or not set.

2.4 Synchronizing Report Folders with ZENworks Control Center

The report folders and Web Intelligence documents created in the InfoView must be synchronized with ZENworks Control Center in order to enable the ZENworks administrator to grant reporting rights to the new users on those folders.

You can use ZENworks Control Center or the *zman* command line utility to synchronize report folders. The following procedure explains how to synchronize by using ZENworks Control Center.

If you prefer the zman command line utility, see “[Report Commands](#)” in the *ZENworks 10 Configuration Management Command Line Utilities Reference*.

To synchronize report folders with ZENworks Control Center:

- 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 Infoview must synchronize with the ZENworks Control Center. By default, the refresh interval is five minutes.
- 5 Click *OK* to save the changes.

2.5 Configuring the BusinessObjects Enterprise to Send E-Mail Notifications to the ZENworks Administrator

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


To configure the BusinessObjects Enterprise 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 user who schedules and sends the report.
E-mail Address	%SI_EMAIL_ADDRESS%	E-mail address of the sender.

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 user who schedules and sends the report.
E-mail Address	%SI_EMAIL_ADDRESS%	E-mail address of the sender.
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.
- ♦ **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 user who schedules and sends the report.
E-mail Address	%SI_EMAIL_ADDRESS%	Adds the E-mail address of the sender 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.

2.6 Launching the InfoView

You can launch the BusinessObjects InfoView only through ZENworks Control Center. ZENworks Configuration Management allows users to automatically log into the InfoView if they have logged into ZENworks Control Center.

To launch the BusinessObjects InfoView from ZENworks Control Center:

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

For more information about working with the BusinessObjects InfoView, 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>).

2.7 Understanding the Default Preferences in InfoView

Preferences determine the credentials to be used to log into the InfoView and the view to be displayed when you log in. They also determine specific view formats for Web Intelligence documents.

Before you log into the InfoView, you must set the Web Intelligence preferences according to your requirements. However, depending on the ZENworks deployment in your organization, your ZENworks administrator might have configured your system to use predetermined settings by default. For more information about setting up the Web Intelligence preferences, 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>).

NOTE: The Crystal Reports preference settings are not supported in ZENworks 10 Configuration Management.

The BusinessObjects Infoview has been customized according to Novell specifications. The following preferences are configured by default in ZENworks Configuration Management.

- ♦ **My initial view is...:** This preference is set on the Custom Reports folder or the Predefined Reports folder, depending upon whether the user uses the Predefined Report or the Custom Report link in ZENworks Control Center to launch the InfoView.
- ♦ **My default navigation view is...:** This preference is set on the folder.
- ♦ **When i close my browser window...:** This preference is set to *Always log me off InfoView*.

NOTE: Even though you can change the default preferences, the changes are not applied. The default settings persist.

2.8 Working with a Firewall

BusinessObjects Enterprise works with firewall systems to provide reporting across intranets and the Internet without compromising network security.

This section provides information about how to configure BusinessObjects Enterprise in a packet filtering firewall environment. For detailed information about how BusinessObjects Enterprise XI 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, BusinessObjects Enterprise uses dynamically chosen port numbers for communication between components. To enable BusinessObjects Enterprise 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 2.8.1, “Configuring the BusinessObjects Enterprise Servers,” on page 19**
- ♦ **Section 2.8.2, “Specifying the Firewall Rules,” on page 20**

2.8.1 Configuring the BusinessObjects Enterprise Servers

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

- 1 On the ZENworks Primary server, click the desktop *Start* menu, click *Programs > BusinessObjects XI Release 2 > BusinessObjects Enterprise > Central Configuration Manager*.
- 2 Stop the BusinessObjects Enterprise server that is listed first by doing one of the following:
 - ♦ Right-click the BusinessObjects Enterprise server, then click *Stop*.
 - ♦ Select the BusinessObjects Enterprise server, 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 BusinessObjects Enterprise server, then click *Restart*.
 - ♦ Select the BusinessObjects Enterprise server, then click the *Start* icon (▶) on the toolbar.
- 7 Repeat **Step 2** through **Step 6** for each BusinessObjects Enterprise Server that is behind the firewall.

2.8.2 Specifying the Firewall Rules

If there is a firewall between the Primary Server that functions as the 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 respective firewall documentation.

We recommend that only the ZENworks Primary Server must be allowed to contact the ZENworks Reporting server running at 6400 or at the port specified in **Step 4 on page 19** of **Section 2.8.1, “Configuring the BusinessObjects Enterprise Servers,” on page 19**.

The following table lists the inbound access rules.

Table 2-1 *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 BusinessObjects servers)	<i>Port number specified by using -requestport</i>	Allow
Any machine	Any	ZENworks Reporting Server (CMS)	Any	Reject
Any	Any	ZENworks Reporting Server (other BusinessObjects servers)	Any	Reject

Creating Reports

3

You can use Novell® ZENworks® Configuration Management to create report definitions and schedule the reports.

- ♦ [Section 3.1, “Creating Custom Report Definitions,” on page 21](#)
- ♦ [Section 3.2, “Scheduling Custom Reports,” on page 21](#)
- ♦ [Section 3.3, “Scheduling Predefined Reports,” on page 22](#)

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

3.1 Creating Custom Report Definitions

- 1 In ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *Custom Reports* to launch the BusinessObjects InfoView and place the focus on the *Custom Reports* folder.
- 3 In the InfoView toolbar, 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 in the Custom Reports folder.

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

3.2 Scheduling Custom Reports

You can use ZENworks Control Center or the zman command line utility to schedule custom reports. The following procedure explains how to schedule custom reports by using ZENworks Control Center. If you prefer the zman command line utility, see “[Report Commands](#)” in the *ZENworks 10 Configuration Management Command Line Utilities Reference*.

- 1 In ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *Custom Reports* to launch the BusinessObjects InfoView and place the focus on the *Custom Reports* folder.

- 3 Navigate the *Custom Reports* folder until you locate and select the report definition you want to use to generate a report.
- 4 Click *Schedule*.

3.3 Scheduling Predefined Reports

You can use ZENworks Control Center or the zman command line utility to schedule predefined reports. The following procedure explains how to schedule predefined reports by using ZENworks Control Center. If you prefer the zman command line utility, see “**Report Commands**” in the *ZENworks 10 Configuration Management Command Line Utilities Reference*.

- 1 In ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *Predefined Reports* to launch the BusinessObjects InfoView and place the focus on the *Predefined Reports* folder.
- 3 Navigate the *Predefined Reports* folder until you locate and select the report definition you want to use to generate a report.
- 4 Click *Schedule*.

Managing Reports

4

The following sections help you manage the BusinessObjects Enterprise reports:

- ♦ [Section 4.1, “Viewing the Latest Instance of a Report,” on page 23](#)
- ♦ [Section 4.2, “Viewing the History of a Report,” on page 23](#)
- ♦ [Section 4.3, “Viewing the Properties of a Report,” on page 23](#)
- ♦ [Section 4.4, “Editing a Report,” on page 24](#)
- ♦ [Section 4.5, “Deleting a Report,” on page 24](#)
- ♦ [Section 4.6, “Deleting a Report Instance,” on page 24](#)

For detailed information about managing the BusinessObjects Enterprise reports, see the *BusinessObjects Enterprise XI Release 2 InfoView User’s Guide* (<http://support.businessobjects.com/documentation/default.asp>).

4.1 Viewing the Latest Instance of a Report

- 1 In ZENworks® Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *Custom Reports* or *Predefined Reports*.
- 3 Navigate the *Predefined Reports* or the *Custom Reports* folder until you locate and select the report whose earlier instances you want to view.
- 4 Click *View Latest Instance*.

4.2 Viewing the History of a Report

You can use ZENworks Control Center or the zman command line utility to view the history of reports. The following procedure explains how to view the history of reports by using ZENworks Control Center. If you prefer the zman command line utility, see “[Report Commands](#)” in the *ZENworks 10 Configuration Management Command Line Utilities Reference*.

- 1 In ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *Custom Reports* or *Predefined Reports*.
- 3 Navigate the *Predefined Reports* or the *Custom Reports* folder until you locate and select the report whose history you want to view.
- 4 Click *History*.

4.3 Viewing the Properties of a Report

- 1 In ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *Custom Reports* or *Predefined Reports*.

- 3 Navigate the *Predefined Reports* or the *Custom Reports* folder until you locate and select the report whose properties you want to view.
- 4 Click *Properties*.

4.4 Editing a Report


- 1 In ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *Custom Reports* or *Predefined Reports*.
- 3 Navigate the *Predefined Reports* or the *Custom Reports* folder until you locate and select the report you want to modify.
- 4 Click *Modify*.

NOTE: You cannot save the modified predefined reports in its existing location. The reports can be modified and saved to different location

4.5 Deleting a Report


Users can delete only the reports they create, but the ZENworks administrator has the right to delete any report.

You can use ZENworks Control Center or the zman command line utility to delete a report. The following procedure explains how to delete a report by using ZENworks Control Center. If you prefer the zman command line utility, see “**Report Commands**” in the *ZENworks 10 Configuration Management Command Line Utilities Reference*.

- 1 In ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *Custom Reports*.
- 3 Navigate the *Custom Reports* folder until you locate and select the report you want to delete.
- 4 In the toolbar, click .

4.6 Deleting a Report Instance

A user can delete any report instance.

- 1 In ZENworks Control Center, click *Reports*.
- 2 In the BusinessObjects Enterprise Reporting panel, click *Custom Reports* or *Predefined Reports*.
- 3 Navigate the *Custom Reports* or the *Predefined Reports* folder until you locate and select the report instance you want to delete.
- 4 In the toolbar, click .

Troubleshooting System Reporting

5

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

- ♦ [Section 5.1, “System Reporting Error Messages,” on page 25](#)
- ♦ [Section 5.2, “System Reporting Troubleshooting Strategies,” on page 27](#)

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

5.1 System Reporting Error Messages

This section contains detailed explanations of the error messages you might encounter using ZENworks® 10 Configuration Management System Reporting.

- ♦ [“An error has occurred: Batch state is unknown” on page 25](#)
- ♦ [“Assertion failed. Unexpected expression type dfe_PlaceHolder while compiling” on page 25](#)
- ♦ [“30270: An internal error occurred while calling the 'processDPCommands' API. \(Error: WIS 30270\) BOException caught:RESULT=80004005;WHAT=RefreshBatch failed” on page 26](#)
- ♦ [“There was an error starting Report Application Server” on page 26](#)
- ♦ [“There are no BusinessObjects Reporting servers configured in the Management” on page 26](#)
- ♦ [“An error has occurred: An error occurred at the server : Sorry, you do not have the right to 'Add objects to the folder' \(id - 1\) for 'Administrator' \(id - 282\). Please contact your system or permissions administrator if you require this right.” on page 27](#)
- ♦ [“BusinessObjects Enterprise XI R2 installation failed. Please see the installation log file for details” on page 27](#)

An error has occurred: Batch state is unknown

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: In the BusinessObjects 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 InfoView and log in again to the 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 'processDPCommands' 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 BusinessObjects Enterprise Server but fails when it is scheduled.

Action: Do the following.

- 1 Open the report that you want to schedule in the BusinessObjects 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 Reports," on page 21](#).

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 BusinessObjects Reporting servers configured in the Management

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: In a management zone, if the Primary Server is a 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 has occurred: An error occurred at the server : Sorry, you do not have the right to 'Add objects to the folder' (id - 1) for 'Administrator' (id - 282). 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 InfoView.

Possible Cause: The administrator does not have the rights to save reports or data to the My Favorites folder. This is inherent to BusinessObjects Enterprise.

Action: None.

BusinessObjects Enterprise XI R2 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 BusinessObjects Enterprise XI Release 2 has been successfully installed.

Action: Ignore the message.

5.2 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 InfoView” on page 28
- ♦ “If you launch BusinessObjects InfoView in Internet Explorer, the InfoView hangs while opening a Web Intelligence document” on page 28
- ♦ “Unable to download the Java plug-in for Internet Explorer 6.0 SP2 while creating a report” on page 28
- ♦ “If you launch the BusinessObjects InfoView by using Mozilla Firefox, the report might not generate the correct data if you change its attributes” on page 29
- ♦ “Reporting rights might not correctly work if you launch ZENworks Control Center from a locale other than English” on page 29
- ♦ “Unable to send reports as an e-mail by using InfoView if BusinessObjects Enterprise is installed on SLES 10 server” on page 29
- ♦ “Unable to send reports to a file location by using InfoView if BusinessObjects Enterprise is installed on SLES 10 server” on page 29
- ♦ “Unable to create a new Web Intelligence document in the InfoView” on page 29

Unable to launch the BusinessObjects InfoView

Source: ZENworks 10 Configuration Management; System Reporting.

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

Action: Disable the firewall and relaunch BusinessObjects InfoView. For more information, see [Section 2.8, “Working with a Firewall,” on page 18](#).

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

Source: ZENworks 10 Configuration Management; System Reporting.

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

Please wait while the document is being processed.

Action: Add the BusinessObjects Enterprise 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 BusinessObjects Enterprise reporting server.
- 4 Click *Add*.
- 5 Click *OK* twice.

Unable to download the Java plug-in for Internet Explorer 6.0 SP2 while creating a report

Source: ZENworks 10 Configuration Management; System Reporting.


Explanation: If the BusinessObjects InfoView is launched through Internet Explorer 6.0 SP2, you might encounter the following error message when you try to create a new web intelligence document:

Cannot launch Java Report Panel, please make sure you have installed a Java virtual machine

When you click the link to download the plug-in, the download fails.

Possible Cause: The browser is unable to download the plug-in.

Action: Change the default report panel preference of Web Intelligence documents to Query-HTML or HTML Report Panel:

- 1 Launch the BusinessObjects 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 *Query-HTML* or *HTML Report Panel*.
- 5 Click *Apply > OK*.

If you launch the BusinessObjects 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 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 InfoView if BusinessObjects Enterprise is installed on SLES 10 server

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: If BusinessObjects Enterprise 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 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 InfoView if BusinessObjects Enterprise is installed on SLES 10 server

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: If BusinessObjects Enterprise 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 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 InfoView

Source: ZENworks 10 Configuration Management; System Reporting.

Explanation: In the 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 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*.