

## 1 ZENworks Reporting

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### 1.1 Supported Platforms

The platforms that are supported in ZENworks Reporting 5.0 include the following:

- ♦ Operating System Support
  - ♦ Windows Server 2003 SP2 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2003 R2 SP2 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2008 SP2 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2008 R2 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2008 R2 SP1 x86\_64 (Enterprise and Standard editions)
  - ♦ Windows Server 2012 Server Standard x86\_64 (Foundation, Essential, and Standard edition)
  - ♦ SUSE Linux Enterprise Server 10 (SLES 10) SP3/SP4 x86\_64 (Intel and AMD Opteron processors)
  - ♦ SLES 11 SP1/SP2/SP3 x86\_64 (Intel and AMD Opteron processors)
  - ♦ SLES 11 SP2 and SP3 for VMware X86\_64
  - ♦ Red Hat Enterprise Linux 5.8, 5.9, 6.3, and 6.4 x86\_64
  - ♦ Red Hat Enterprise Linux 6.0/6.1/6.2 x86\_64
- ♦ Browser Support
  - ♦ Firefox ESR version 10 and 17
  - ♦ Firefox version 20, 22, and 23
  - ♦ Internet Explorer versions 8, 9, and 10

## 1.2 Download Information

The following installation builds are available for download on the ZENworks 11 SP2 Web site:

- ♦ **ZENworks11SP2.iso:** Download the full installation of ZENworks 11 SP2 from [Novell Web site \(http://download.novell.com/Download?buildid=NAy81WzDxpw~\)](http://download.novell.com/Download?buildid=NAy81WzDxpw~), if you have not installed ZENworks Configuration Management 11 SP2. For information on installing the build, see the *ZENworks 11 SP2 Server Installation Guide*.
- ♦ **zrs-resource.zip:** Download the ZENworks resource file from [Novell Web site \(http://download.novell.com/Download?buildid=NAy81WzDxpw~\)](http://download.novell.com/Download?buildid=NAy81WzDxpw~) for ZENworks Reporting 5. This contains domain and reports for ZENworks Configuration Management 11.2.4.

Copy `zrs-resource.zip` to the following location `%zenworks_home%\resources\zrs` folder on the ZCM Primary Server.

- ♦ **ZENworks\_Reporting\_5.iso:** Download the ZENworks Reporting installer files from [Novell Web site \(http://download.novell.com/Download?buildid=NAy81WzDxpw~\)](http://download.novell.com/Download?buildid=NAy81WzDxpw~), and extract on your device where you want to install ZENworks Reporting.

## 1.3 Installation Instructions

For information on installation, see the *ZENworks Reporting 5 Installation Guide*.

## 1.4 Additional Product Documentation

For all ZENworks 11 SP2 documentation, see *Novell ZENworks 11 SP2 documentation Web site* (<http://www.novell.com/documentation/zenworks11/>).

## 1.5 Important information about replacing Logo

To replace the Novell logo, perform the following:

- 1 Launch *iReport Designer* and open the `.jrxml` file.
- 2 Click image (Novell logo) and go to properties.
- 3 In the image *Expression attribute*, change the path of the image, that needs to be replaced.
- 4 Replace the old `.jrxml` file with the modified `.jrxml` file.
- 5 Launch the report.

## 1.6 Known Issues

This section contains information about issues that might occur while you work with ZENworks Reporting v.5.0:

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**NOTE:** In the ZENworks Reporting Solution, some strings are not localized.

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### **1.6.1 Unable to log in as an edirectory user in ZENworks Reporting**

You cannot log in as an edirectory user in ZENworks Reporting when eDirectory contains are multiple instances of the same user name.

Workaround: None

### 1.6.2 Missing languages in the ZENworks Reporting installation wizard

In the ZENworks Reporting installation wizard, double byte languages that are supported by ZENworks Reporting are not displayed in the language down-down on single byte device or vice-versa.

Workaround: Execute the ZENworks Reporting application by using the `setup.sh -L <locale>` command. The `<locale>` is code of the language (en\_US - English, fr-French, it-Italian, es-Spanish, de-German, ro-Romanian, ja-Japanese, zh\_TW-Chinese(Taiwan), and zh\_CN-Chinese (China)). For example, `setup.sh -L fr` to install in French.

### 1.6.3 An error message is displayed if you filter the Input Control with the All option

In ZENworks Reporting, if you filter the Input Control, by using the *All* option, an error message is displayed as *An error has occurred. Please contact your system administrator. (6632)* and a blank report is generated.

Workaround: Filter the Input Control, using the *None* option.

### 1.6.4 ZENworks Reporting administrator role not mapped to the nested groups

In the ZENworks Reporting installer or the ZENworks Reporting Configuration Tool, if you navigate to the Configure User Source wizard and map the parent group with administrator rights, nested groups that are under the parent group will not be mapped with administrator rights.

For example, a Finance group has the sub-groups, `finance_account`, `finance_purchase`, `finance_administration` and a `finance_manager` user. If the Finance group is selected, only the `finance_manager` user will have the mapped rights; none of the sub-groups will have these rights. The rights will not flow to the nested groups.

If you want to specify rights to nested groups, you must map these groups (`finance_account`, `finance_purchase`, and `finance_administration`) separately.

Workaround: Map the sub-groups separately.

### 1.6.5 Custom patches are not displayed correctly in the report

Custom patches created from a bundle in the ZPM folder do not display correctly in the report. The original patch bundle gets associated with the bundle and instead of with the custom patch.

Workaround: None.

### 1.6.6 The old and new XML values display incorrect data

The *Event Detail New XML Value* field and the *Event Detail Old XML Value* field display incorrect data for the *Policy Modified* event.

Workaround: None.

### 1.6.7 Unable to create a custom measure object

While creating an Ad Hoc report, unable to create a custom measure object by using a ZENworks Domain. ZENworks Reporting will not support custom measure on the measure objects for which aggregation function is Count or Distinct count.

Workaround: None.

### 1.6.8 Incorrect Data Count is displayed

When you choose the *Details and Total Data* option, an incorrect data count is displayed.

Workaround: None.

### 1.6.9 Unable to import resources

Unable to import resources in ZENworks Reporting, by using the *Import* option (*Manage > Server Settings > Import*).

Workaround: Use the CLI mode to import resources.

To import Schedule jobs, specify the following `--everything` in the import command:

- 1 Open a command prompt.
- 2 Go to the following path:
  - ♦ **For Windows:** %ZRS\_HOME%\js\buildomatic
  - ♦ **For Linux:** /opt/novell/zenworks-reporting/js/buildomatic
- 3 Run the following `js-import --input-zip "path" command`.

Where "path" is the path of the exported zip file. You can use the following `js-import --input-zip "path" --update` command to update your repository.

### 1.6.10 Exported report loses the format

When you export any report in to DOCX or RTF formats then that report loses the format.

Workaround: Select other supported formats in ZENworks Reporting.

### 1.6.11 ZENworks Reporting installation fails

On a device if the Symantec Endpoint Protection installer is in progress and if you try to install ZENworks Reporting, it fails. ZENworks Reporting installer internally calls the VC++ library installer that causes the ZENworks Reporting installation failure.

Workaround: In a device do not install ZENworks Reporting, when Symantec Endpoint Protection installer is in progress.

### 1.6.12 Measures does not provide the correct value in the Crosstab report

When you create a Crosstab report by using ZENworks Audit Domain, some measures do not provide the correct value.

Workaround: None.

### 1.6.13 Invalid Credentials Supplied error message is displayed

If you log in to ZENworks Reporting, when the LDAP server is down or not reachable, an *Invalid Credentials Supplied* error message is displayed.

Workaround: Ignore the error message, and check whether the LDAP server is down or not reachable.

#### **1.6.14 Tree load error message is displayed**

The *Tree load error* message is displayed, while using ZENworks Reporting.

Workaround: Delete all the browser cookies specific to the ZENworks Reporting server.

#### **1.6.15 Some of the Field data might not appear in the Crosstab report**

When you create a Crosstab report by using ZENworks Audit Domain, some of the field data might not appear.

Workaround: None.

#### **1.6.16 LDAP Organization Unit and User name with some Special characters are not accepted by the ZENworks Reporting Installer**

Active Directory allows to create Organization Unit and User name with some special characters. However, when the credentials are passed to the ZENworks Reporting installer (*Configure User Source Wizard*), it is prevented from proceeding further..

Workaround: Add “\” before special characters. For example, specify `userfirstname,userlastname` as `userfirstname\,userlastname`.

#### **1.6.17 ZENworks Reporting Web Interface does not login for a user with no password**

Some LDAP directories, such as NetIQ eDirectory, support creating a user without a password. However, logging in without a password is not supported in ZENworks Reporting.

Workaround: None.

#### **1.6.18 Probable Cause of Enforcement Failure messages displaying incorrect data**

Incorrect data is displayed in the *Probable Cause of Enforcement Failure* column, while creating a report by using *Probable Cause of Enforcement Failure* field.

Workaround: None.

#### **1.6.19 ZENworks Reporting install does not create the default Topics folder**

After installing ZENworks Reporting, the *Topics* folder is not created under */Ad Hoc Components (View > Repository > Folders > Ad Hoc Components)* by default.

Workaround: Manually create the *Topics* folder under *View > Repository > Folders > Ad Hoc Components*.

#### **1.6.20 Error filling Report message is displayed**

If you exceed the limit (based on the database) while passing parameters value to query from the Input Controls panel, then an “*Error filling Report*” message is displayed.

Workaround: In the *Input Controls* panel, select the *None* option, then click OK.

#### **1.6.21 Custom report does not display complete data**

If you create a custom report, sometimes the report might not display complete data.

For example: If you run the *Bundle Deployment Detail Devices* predefined report, and you create a custom report with the same fields used in predefined report, the data in these reports might not match.

Workaround: Increase the *Ad Hoc Dataset Row Limit*.

To increase the Ad Hoc Dataset Row Limit:

- 1 Click *Manage > Server Settings > Ad Hoc Settings*.
- 2 Increase the *Ad Hoc Dataset Row Limit*, then click *Change*.

#### **1.6.22 Crosstab report Totals of the measure fields with Distinct count does not match**

On a Crosstab report, the Totals of the measure fields with a Distinct count does not match the actual sum.

Workaround: To match the Totals, you can also use the *Count All* option. To enable *Count All*, right click the *Column Name* and *Change Summary Function* to *Count All*.

#### **1.6.23 Dashboard with multiple reports does not load the data**

If you create a Dashboard with multiple reports, the data for some reports might not be loaded.

Workaround: In the Dashboard, mouseover on the report for which the data is not loaded, then click *Refresh*.

#### **1.6.24 Error message appears while saving the Ad Hoc View, a report, or a Dashboard with special characters**

If you save the Ad Hoc View, a report, or a dashboard by using special characters, an error message appears.

Workaround: It is recommended to create the Ad Hoc Views, reports and Dashboards only by using alphanumerics, and *'*, *'* *\_* *'* in special characters.

#### **1.6.25 Unable to reschedule the same report**

If you run a schedule job initially on the server, any subsequent jobs created (output report that have same name), or rerun of the same job, then subsequent iteration of the same job throws the following error message: *JasperReports Server encountered an error while generating this report. Please contact your administrator*.

Workaround: In the *Scheduler* panel, under *Output*, select *Sequential File Names*, or *Overwrite Files*.

#### **1.6.26 Using Prefilters in an Ad Hoc report sometimes displays an error**

Sometimes while creating the Ad Hoc reports an error message appears as *The server has encountered an error*.

Workaround: When creating the Ad Hoc report, use *Filter* rather than *Prefilter*.

#### **1.6.27 LDAP Groups with special characters do not appear in ZENworks Reporting if the CLI method is used**

When installing ZENworks reporting using the CLI method, if LDAP Groups in the configured LDAP server contain these characters (*;*, *()* and *[]*) then the groups do not appear in the *Configure User Source* panel.

Workaround: The LDAP Groups which have that contain the characters indicated above can be configured as administrator groups by modifying the `%ZRS_HOME%\js\apache-tomcat\webapps\jasperserver-pro\WEB-INF\applicationContext-multiTenancy-security.xml` file.

Perform the following to configure the LDAP group as an administrator group:

- 1 Stop the server.
- 2 Backup the `applicationContext-multiTenancy-security.xml` file outside of ZENworks Reporting `%ZRS_HOME%`.
- 3 Open the file `%ZRS_HOME%\js\apache-tomcat\webapps\jasperserver-pro\WEB-INF\applicationContext-multiTenancy-security.xml`.
- 4 Go to the `<property name="rootOrganizationRolesMap"> <map>` node, then add an entry in the following format:  

```
<entry>
<key>
<value> Name of the group which contains the listed special characters</value>
</key>
<value>ROLE_ADMINISTRATOR</value>
</entry>
```
- 5 Perform [Step 4](#) to add more groups.
- 6 Restart the server.

#### 1.6.28 ZENworks Reporting Installer hangs if available space is low in the Windows drive

When you are installing ZENworks Reporting, if the space available on Windows drive is low, the installer hangs.

Workaround: When installing ZENworks Reporting on any other drive, ensure that at least 2 GB space is available in the Windows drive.

#### 1.6.29 Some reports might fail to generate due to a default limit

When generating some of the Crosstab reports, a report might fail and display the following error: *Crosstab bucket/measure limit(100000) exceeded.*

Workaround: Add more filters to reduce the output data. By default, the limit set by ZENworks Reporting measure is 100000.

#### 1.6.30 Dashboard displays multiple reports with the same name

Multiple reports with the same name might appear when creating a dashboard for `ROLE_ADMINISTRATOR`.

Workaround: Choose any report and create a dashboard.

#### 1.6.31 Increasing the "crosstab.bucket.measure.limit" value makes the generated report export operation fail

Increasing the default value of *crosstab.bucket.measure.limit* makes the generated report export (pdf, Excel and so on) operation fail.

Workaround: By default, the limit set by ZENworks Reporting measure is 100000. If the number of records exceeds the default limit, the report fails to generate. Increasing the default ZENworks Reporting measure limit might be able to generate the report. However, the export operation of the generated report might fail. Therefore, changing the default value is not recommended. Instead, increase the number of filters to reduce the output data.



### 1.6.32 **Some Ad Hoc View report create action keeps loading; the ZENworks Reporting create window does not time out**

Some Ad Hoc report create actions (such as a adding column, creating a filter, and so on) take a long time to complete or sometimes fail to complete the action. As a result, the specified operation does not time out.

Workaround: Refresh the browser.

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