

Reporting Server Installation Guide

Novell® ZENworks® 10 Configuration Management

10.1

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About This Guide

This *Reporting Server Installation Guide* includes information to help you successfully install Novell® ZENworks® 10 Configuration Management with SP1 (10.1) Reporting Server. The information in this guide is organized as follows:

- ♦ Chapter 1, “Minimum Requirements,” on page 9
- ♦ Chapter 2, “Installing Reporting Server,” on page 11
- ♦ Chapter 3, “Uninstalling Reporting Server,” on page 19
- ♦ Appendix A, “Troubleshooting Reporting Server Installation,” on page 21
- ♦ Appendix B, “Documentation Updates,” on page 25

Audience

This guide is intended for Reporting Server administrators.

Feedback

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

Additional Documentation

Reporting Server is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks 10 Configuration Management with SP1 \(10.1\) documentation \(http://www.novell.com/documentation/zcm10/\)](http://www.novell.com/documentation/zcm10/).

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.

Minimum Requirements

1

The ZENworks® 10 Configuration Management (10.1) Reporting Server installation installs BusinessObjects* Enterprise XI 2 for custom ZENworks infrastructure reporting.

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

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

IMPORTANT: All requirements listed in the following sections are minimums. Therefore, later support packs, interim releases, dot releases, and higher version numbers are assumed to be supported. For example, the minimum Primary Server operating system requirement on Windows Server* 2003 is listed as SP1, but SP2 or later is also supported.

1.1 Reporting Server Requirements

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

- ♦ ZENworks 10 Configuration Management (10.1) must be installed before installing Reporting Server.
- ♦ Reporting Server can be installed on all the ZENworks 10 Configuration Management (10.1) Primary Server platforms except for Windows Server 2008 and all 64-bit operating systems.
- ♦ Hardware Requirements:
 - ♦ RAM: 3 GB
 - ♦ Disk space: 5 GB
- ♦ The server must allow traffic on the following TCP ports:
 - ♦ Port 3306, which is used by the MySQL* database embedded in BusinessObjects Enterprise XI 2
 - ♦ Port 6400, which is used by the Central Management Server in BusinessObjects Enterprise XI 2

1.2 Installation User Requirements

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

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

Installing Reporting Server

2

Perform the tasks in the following sections to install ZENworks® 10 Configuration Management (10.1) Reporting Server:

- ♦ [Section 2.1, “Understanding What the ZENworks Installation Does,” on page 11](#)
- ♦ [Section 2.2, “Preinstallation Tasks,” on page 11](#)
- ♦ [Section 2.3, “Installing the Reporting Server,” on page 13](#)
- ♦ [Section 2.4, “Working With a Firewall,” on page 15](#)

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

Reporting Server does not require Novell eDirectory™, but uses a Management Zone and its own Reporting Server database. You must install the Reporting Server on a test server on your network that is not being used for production purposes.

2.1 Understanding What the ZENworks Installation Does

The Reporting Server, which was previously a part of the ZENworks 10 Configuration Management installation, is now installed from separate installation media. You cannot upgrade it from the earlier versions of ZENworks 10 Configuration Management. For more information, see the *ZENworks 10 Configuration Management Upgrade Guide*.

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

- ♦ **Graphical User Interface:** A graphical user interface (GUI) installation program that works with both Windows and Linux servers is provided on the installation CD. For Linux servers, GUI capability is already installed. For more information, see [“Graphical User Interface \(GUI\) Installation” on page 13](#).
- ♦ **Command Line:** A command line installation is available only for Linux servers. For more information, see [“Command Line Installation \(Linux only\)” on page 13](#).
- ♦ **Silent Mode:** A silent mode installation does not require any user intervention. You must edit the silent mode configuration file and run the installer with a switch to launch the silent mode installation. For more information, see [“Silent Mode Installation” on page 14](#).

2.2 Preinstallation Tasks

Perform the following applicable tasks, then continue with [Section 2.3, “Installing the Reporting Server,” on page 13](#):

- ♦ [Section 2.2.1, “Verifying That the Minimum Requirements Have Been Met,” on page 12](#)
- ♦ [Section 2.2.2, “Meeting the Hostname and Network Requirements in Linux,” on page 12](#)
- ♦ [Section 2.2.3, “Creating an Installation DVD from the ISO Download,” on page 12](#)
- ♦ [Section 2.2.4, “Installing and Configuring the Oracle Client,” on page 12](#)

2.2.1 Verifying That the Minimum Requirements Have Been Met

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

If the ports are blocked by a firewall, you must enable the firewall. For more information, see [Section 2.4, “Working With a Firewall,” on page 15](#).

- ♦ Make sure that the server is connected to the network.

IMPORTANT: If you want to install a new instance of the Reporting Server in the same Management Zone, be sure to archive the reports from your existing instance before beginning the new installation. This is because the existing instance of the Reporting Server ceases to work after the new installation is complete, and you will be unable to retrieve any reports. You can restore the archived reports to the new instance of the Reporting Server.

2.2.2 Meeting the Hostname and Network Requirements in Linux

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

2.2.3 Creating an Installation DVD from the ISO Download

If you obtained the ZENworks 10 Configuration Management (10.1) Reporting Server software as an ISO image download, you need to create the installation DVD.

- 1 Download the ZENworks 10 Configuration Management (10.1) Reporting Server installation ISO image from the [Novell Web site \(http://www.novell.com/\)](http://www.novell.com/) and copy it to a temporary location on your Windows or Linux device.
- 2 Burn the ISO image to a DVD.

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

2.2.4 Installing and Configuring the Oracle Client

If ZENworks 10 Configuration Management (10.1) is configured for an external Oracle*10g database, then before installing Reporting Server, install and configure the Oracle 10g client to the same Oracle database used by ZENworks 10 Configuration Management (10.1) through the Net Configuration Assistant. To install Oracle 10g client, refer to the [Oracle 10g documentation \(http://www.oracle.com/technology/documentation/database10g.html\)](http://www.oracle.com/technology/documentation/database10g.html).

- 1 Install the Oracle client version that is the same as the external Oracle 10g database on the server on which you will install the Reporting Server.

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

- 2 (Conditional) On Linux, after installing the Oracle client, check to see if the value of the environment variable `ORACLE_HOME` is set to the path of the directory where the Oracle client is installed. If the environment variable `ORACLE_HOME` is not available, manually add `ORACLE_HOME` as a new environment variable and set its value to the path where the Oracle client is installed.
- 3 Make sure the `TNS_ADMIN` environment variable is correctly set.
 - ♦ On Windows, if the `tnsnames.ora` file is not in the default location (`%ORACLE_HOME%\NETWORK\ADMIN`), create a new environment variable with the name `TNS_ADMIN`. Set the value of this new environment variable to the path of the directory in which it resides.
 - ♦ On Linux, if the `tnsnames.ora` file is not in the default location (`$ORACLE_HOME/network/admin`), create a new environment variable with the name `TNS_ADMIN`. Set the value of this new environment variable to the path of the directory in which it resides.
- 4 Navigate to the `$ORACLE_HOME/bin` directory and run the `netmgr` script to open the Oracle Net Manager.
- 5 When you run the Oracle Net Manager, make sure that the correct Service Naming is configured for the ZENworks external Oracle database.

2.3 Installing the Reporting Server

- 1 Start the Reporting Server installation program by using one of the following methods:
 - ♦ **Graphical User Interface (GUI) Installation**
 1. On the installation server, insert the *Novell ZENworks 10 Configuration Management with SP1 (10.1) Reporting Server* DVD for Windows.

On a Windows device, the installation page where you can select the language is displayed. If it is not automatically displayed after inserting the DVD, run `setup.exe` from the root of the DVD.

On a Linux device, mount the DVD, then run `sh /media/cdrom/setup.sh`. Using the `sh` command resolves rights issues.
 - ♦ **Command Line Installation (Linux only)**
 1. On the installation server, insert the *Novell ZENworks 10 Configuration Management with SP1 (10.1) Reporting Server* DVD for Linux.
 2. Mount the DVD.
 3. To start a command line installation to a directory where all (including “others”) have read and execute access, either mount the DVD or copy the DVD’s files.

This cannot be in `/root` or any directory under it.

If you copy the DVD files, make sure that all (including “others”) continue to have read and execute access to the destination directories.
 4. Run the following command:

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

♦ Silent Mode Installation

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

```
setup.exe/setup.sh -s
```
2. Open the silent install configuration file in a text editor.
3. Search for ADMINISTRATOR_PASSWORD=.
4. Replace `$lax.nl.env.ADMIN_PASSWORD$` with the actual password.
For example, if the password is `novell`, then the entry will be as follows:

```
ADMINISTRATOR_PASSWORD=novell.
```

5. Save the silent install configuration file and exit the editor.
6. Run the silent install configuration file by using the following command:

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

- 2** During installation, refer to the information in [Table 2-1, “Installation Information,” on page 14](#) for details on the installation data that you need to know.

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

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

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

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

IMPORTANT: You can install the ZENworks 10 Configuration Management (10.1) Reporting Server only through media. You cannot install it by mapping to a network drive.

2.3.1 Installation Information

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

Table 2-1 *Installation Information*

Installation Information	Explanation
Installation path	The Reporting Server is installed within the ZENworks 10 Configuration Management (10.1)install folder <code>%ZENWORKS_HOME%\share\boe</code> (Windows) or <code>\$ZENWORKS_HOME/share/boe</code> (Linux).

Installation Information	Explanation
Prerequisites	<ul style="list-style-type: none"> ♦ The installer prompts for username and password. Specify the super administrator's username and password for the zone. ♦ The installer checks to see if a ZENworks 10 Configuration Management Server is installed on the device. ♦ If the credentials are correct, the installer checks for other prerequisites such as available disk space, operating system, and system architecture on the device. Also, if ZENworks 10 Configuration Management (10.1) is installed to an Oracle database, the Reporting Server installer checks to see if Oracle client is installed on the device. If no Oracle client is found, an error is displayed and the installation exits. ♦ If the required prerequisites are not met, you cannot continue with the installation. The prerequisites that are not met are displayed (GUI) or listed (command line). <p>IMPORTANT: After you install Reporting Server, you cannot change the Certificate Authority (CA) type.</p> <p>The <i>Restore Default</i> buttons restore the paths to those that were displayed when you first accessed this page.</p>
Pre-installation summary	<p>GUI Installation: To modify any information that you have entered up to this point, click <i>Previous</i>. Click <i>Install</i> to begin the installation.</p> <p>Click <i>Cancel</i> to exit the installation. No rollback occurs on cancelling the installation.</p> <p>Command Line Installation: To modify any information that you have entered up to this point, type <i>back</i> and press Enter.</p> <p>Press Ctrl+C to exit the installation. No rollback occurs on cancelling the installation.</p>
Installation completion	A confirmation is displayed upon successfully completing the installation.

2.4 Working With a Firewall

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

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

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

The following sections provide detailed information:

- ♦ [Section 2.4.1, “Configuring the Reporting Servers,” on page 16](#)
- ♦ [Section 2.4.2, “Specifying the Firewall Rules,” on page 16](#)

2.4.1 Configuring the Reporting Servers

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

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

The *Properties* tab is displayed by default.

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

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

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

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

- 5 Click *OK*.
- 6 Restart the server by doing one of the following:
 - ♦ Right-click the BusinessObjects Enterprise Service, then click *Restart*.
 - ♦ Select the BusinessObjects Enterprise Service, then click the *Start* icon (▶) on the toolbar.
- 7 Repeat **Step 2** through **Step 6** for each BusinessObjects Enterprise Service that is behind the firewall.

2.4.2 Specifying the Firewall Rules

If there is a firewall between 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 firewall documentation.

We recommend that only the ZENworks Primary Server be allowed to contact the Reporting Server running at 6400 or at the port specified in **Step 4 on page 16** of **Section 2.4.1, “Configuring the Reporting Servers,” on page 16**.

The following table lists the inbound access rules.

Table 2-2 *Inbound Access Rules*

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

Uninstalling Reporting Server

3

You can uninstall ZENworks® 10 Configuration Management (10.1) Reporting Server from a Primary Server. However, you cannot separately uninstall BusinessObjects Enterprise XI Release 2. To uninstall BusinessObjects Enterprise, you must uninstall Reporting Server.

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

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

- ♦ [Section 3.1, “GUI Mode,” on page 19](#)
- ♦ [Section 3.2, “Command Line Mode,” on page 19](#)
- ♦ [Section 3.3, “Silent Mode,” on page 19](#)

3.1 GUI Mode

- 1 Start the uninstallation program.
On Windows, run the following command:
`%ZENWORKS_HOME%\bin\zrsuninstall.exe`
On Linux, run the following command:
`/opt/novell/zenworks/bin/zrsuninstall`
The Uninstall Reporting Server page is displayed.
- 2 Click *Uninstall*.
- 3 The uninstaller checks for an active Reporting Server in the zone.
- 4 Click *Yes* on the prompt that is displayed.
The uninstallation begins.
- 5 In the Uninstall Complete page, click *Done*.

3.2 Command Line Mode

- 1 Start the uninstallation program.
On Linux, run the following command:
`/opt/novell/zenworks/bin/zrsuninstall`
The uninstallation begins.
- 2 Follow the on-screen prompts to complete the uninstallation process.

3.3 Silent Mode

- 1 Start the uninstallation program.
On Windows, run the following command:

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

On Linux, run the following command:

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

On a Windows device, you can view the logs in the Windows - \$ZENWORKS_HOME\$/logs/ZRSuninstall.log file. On a Linux device, you can view the logs in the linux - /var/opt/novell/log/zenworks/ZRSuninstall.log file.

Troubleshooting Reporting Server Installation

A

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

- ♦ “How do I enable debug logging for BusinessObjects Enterprise services?” on page 21
- ♦ “Where do I find the BusinessObjects Enterprise log files?” on page 22
- ♦ “Where do I find the Reporting Server log files?” on page 22
- ♦ “The Reporting Server installation on a virtual machine might fail when you use the ZCM_REPORTING_10.1.0.iso file mounted on the host machine as a CD-ROM on that virtual machine” on page 23

How do I enable debug logging for BusinessObjects Enterprise services?

Source: ZENworks 10 Configuration Management; System Reporting.

Action: Do the following on Windows:

- 1 Click *Start > BusinessObjects XI Release 2 > BusinessObjects Enterprise > Central Configuration Manager* to display the Central Configuration Manager window.
- 2 Click the BusinessObjects Enterprise service for which you want to enable debug logging.
- 3 Stop the BusinessObjects Enterprise service by doing one of the following:
 - ♦ Right-click the service, then click *Stop*.
 - ♦ Select the service, then click the *Stop* icon (■) on the toolbar.
- 4 On the toolbar, click the *Properties* icon (🏠).
The *Properties* tab is displayed by default.
- 5 In the *Command* option, append `-trace` to the value.
- 6 Click *OK*.
- 7 Restart the BusinessObjects Enterprise service by doing one of the following:
 - ♦ Right-click the service, then click *Restart*.
 - ♦ Select the service, then click the *Start* icon (▶) on the toolbar.

Action: Do the following on Linux:

- 1 At the console prompt, go to the `/opt/novell/zenworks/share/boe/bobje/` directory.
- 2 Edit the `ccm.config` file for the service for which you want to enable debug logging by appending the `-trace` option.

For example, if you want to enable debug logging for the cache server, then append the `-trace` option to the `CacheServerLaunch` section as follows:

```
cmsLAUNCH='"/opt/novell/zenworks/share/boe/bobje/enterprise115/generic/bobjrestart.sh" -protect "/opt/novell/zenworks/share/boe/bobje/enterprise115/linux_x86/boe_cmsd" -name blr-kbharath-test.cms -port 6400 -loggingPath "/opt/novell/zenworks/share/boe/bobje/logging" -pidFile "/opt/novell/zenworks/share/boe/bobje/serverpids/blr-kbharath-test.cms.pid" -restart -noauditor -protocol ssl -ssl_certdir "/etc/opt/novell/zenworks/security" -ssl_mycertificate "server.der" -ssl_trustedcertificate "ca.der" -ssl_mykey "server.key" -ssl_mykey_passphrase "passphrase.txt" -fg -trace'
```

- 3 Save and close the `ccm.config` file.
- 4 Stop the BusinessObjects Enterprise service by using the following command:

```
/etc/init.d/BobjEnterprise115 stop
```
- 5 Restart the BusinessObjects Enterprise service by using the following command:

```
/etc/init.d/BobjEnterprise115 start
```

Where do I find the BusinessObjects Enterprise log files?

Source: ZENworks 10 Configuration Management; System Reporting.

Action: You can find the BusinessObjects Enterprise installation log files in the following locations:

On Windows:

```
%zenworks_home%\share\boe\Business Objects Enterprise 115\logging\BOEInstall_0.log
```

On Linux:

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

You can find the BusinessObjects Enterprise trace files in the following locations:

On Windows:

```
%zenworks_home%\share\boe\Business Objects Enterprise 115\logging
```

On Linux:

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

Where do I find the Reporting Server log files?

Source: ZENworks 10 Configuration Management; Reporting Server.

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

- ♦ **On Windows:**

- ♦ `%zenworks_home%\logs\ZENworks Reporting Server_date time.log.xml`
- ♦ `%zenworks_home%\logs\wdeploy-date-time.log`

- ♦ **On Linux:**

- ♦ `/var/opt/novell/log/zenworks/ZENworks Reporting Server__date time.log.xml`
- ♦ `/var/opt/novell/log/zenworks/wdeploy-date-time.log`

The Reporting Server installation on a virtual machine might fail when you use the ZCM_REPORTING_10.1.0.iso file mounted on the host machine as a CD-ROM on that virtual machine

Source: ZENworks 10 Configuration Management; System Reporting.

Action 1: Extract the `ZCM_REPORTING_10.1.0.iso` file to a directory on the virtual machine and run the Reporting Server installation from that directory.

Action 2: Burn the `ZCM_REPORTING_10.1.0.iso` file to a DVD and use it to install the Reporting Server on the virtual machine.

Documentation Updates

B

This section contains information on documentation content changes that were made in this *Reporting Server Installation Guide* 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 B.1, “February 18, 2009: Update for ZENworks Configuration Management (10.1.3),” on page 25
- ♦ Section B.2, “October 8, 2008: Update for ZENworks Configuration Management (10.1.1),” on page 25

B.1 February 18, 2009: Update for ZENworks Configuration Management (10.1.3)

Updates were made to the following sections:

Location	Update
Appendix A, “Troubleshooting Reporting Server Installation,” on page 21	Added the following scenario: <ul style="list-style-type: none">♦ The Reporting Server installation on a virtual machine might fail when you use the ZCM_REPORTING_10.1.0.iso file mounted on the host machine as a CD-ROM on that virtual machine

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

Updates were made to the following sections:

Location	Update
Appendix A, “Troubleshooting Reporting Server Installation,” on page 21	Added this section.