

Novell ZENworks 10 Configuration Management SP3

August 19, 2011

Novell®

If you are using Novell ZENworks 10 Asset Management in the standalone mode (without ZENworks 10 Configuration Management), see the *Asset Management Readme* at the [ZENworks 10 Asset Management documentation Web site \(http://www.novell.com/documentation/zam10\)](http://www.novell.com/documentation/zam10).

1 Overview

The issues included in this document were identified for Novell ZENworks 10 Configuration Management SP3.

For information about the new features or enhancements, see the *Novell ZENworks 10 Configuration Management Getting Started Guide* (<http://www.novell.com/documentation/zcm10>).

For system requirements and installation instructions, see the *Novell ZENworks 10 Configuration Management Installation Guide* (http://www.novell.com/documentation/zcm10/zcm10_installation/data/bookinfo.html).

For administrative tasks, see the [Novell ZENworks 10 Configuration Management SP3 documentation Web site \(http://www.novell.com/documentation/zcm10\)](http://www.novell.com/documentation/zcm10).

This product contains undocumented utilities that Novell Support might use to diagnose or correct problems.

2 Readme Updates

The following table contains information on the documentation content changes that were made in this *Readme* after the initial release of ZENworks 10 Configuration Management SP3 (10.3):

Table 1 *Readme Updates*

| Date | Readme Item Added or Updated |
|------------------|---|
| August 19, 2011 | Added the following known issue to the Section 5.3, "AdminStudio," on page 6 : <ul style="list-style-type: none">◆ "Unable to install AdminStudio 10 SP1 on a 64-bit Windows XP SP2 device" on page 6 |
| January 19, 2011 | Added the issue, "A Linux Satellite is unable to communicate with its Primary Server after the Satellite is upgraded from ZENworks Configuration Management 10.2.x to ZENworks Configuration Management 10.3.x" on page 15. |

| Date | Readme Item Added or Updated |
|----------------|---|
| July 27, 2010 | <ul style="list-style-type: none"> ◆ The issues fixed in Update for ZENworks 10 Configuration Management SP3 (10.3.1) are identified with the phrase (Fixed in v10.3.1). ◆ Added the following known issues to the Section 5.12, "Reporting," on page 11: <ul style="list-style-type: none"> ◆ "If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work" on page 13. ◆ "The rpsv and rpgn reporting zman commands fail on SLES 10" on page 14. ◆ Removed the following issue because it has been documented in the <i>ZENworks Adaptive Agent Guide</i> as a troubleshooting scenario: <ul style="list-style-type: none"> ◆ The ZENworks Adaptive Agent UI shows both English and the local language chosen for viewing ◆ Removed the following issue because it has been documented in the Editing User Sources section in the <i>ZENworks 10 Configuration Management SP3 System Administration Reference</i>: <ul style="list-style-type: none"> ◆ Authentication to a user source fails if the user source is edited to enable or disable SSL authentication |
| April 22, 2010 | <p>Added additional information to the following issue:</p> <p>Cached patches and existing baselines are removed after upgrading from Update for ZENworks 10 Configuration Management (10.2.2) to ZENworks 10 Configuration Management SP3 (10.3)</p> |

3 Upgrading to ZENworks 10 Configuration Management SP3

You can upgrade Primary Servers and managed devices directly to ZENworks 10 Configuration Management SP3 from the following versions:

- ◆ ZENworks 10 Configuration Management SP2 (10.2)
- ◆ Update for ZENworks 10 Configuration Management (10.2.1)
- ◆ Update for ZENworks 10 Configuration Management (10.2.2)

For detailed information about upgrading from a previous version of ZENworks 10 Configuration Management to ZENworks 10 Configuration Management SP3, see the [ZENworks 10 Configuration Management SP3 Upgrade Guide](http://www.novell.com/documentation/zcm10/zcm10_upgrade/data/bookinfo.html) (http://www.novell.com/documentation/zcm10/zcm10_upgrade/data/bookinfo.html).

In ZENworks 10 Configuration Management SP3, the registry structure has changed from *HKLM\Software\Novell\ZENworks* to *HKLM\Software\Novell\ZCM*. When you upgrade from a previous version of ZENworks 10 Configuration Management to ZENworks 10 Configuration Management SP3, the registry structure changes are automatically made.

IMPORTANT: If you have only ZENworks 10 Asset Management SP2 installed (without ZENworks 10 Configuration Management), and the *Installed* check box for the *User Management* agent feature is selected in ZENworks Control Center (*Configuration > Device Management > ZENworks Agent*), you must do the following before upgrading from ZENworks Asset Management 10.2.x to ZENworks 10 Asset Management SP3:

1. In ZENworks Control Center, click the *Configuration* tab.
 2. In the Management Zone Settings panel, click *Device Management*.
 3. Click *ZENworks Agent*.
 4. Deselect the *Installed* check box next to *User Management*, then click *Apply*.
 5. Select the *Installed* check box next to *User Management*, then click *Apply*.
-

4 Issues Resolved in ZENworks 10 Configuration Management SP3

For a list of the resolved issues in ZENworks 10 Configuration Management SP3, see TID 7005455 in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp).

5 Known Issues

This section contains information about ZENworks Configuration Management issues that might occur.

- ◆ [Section 5.1, “Installation,” on page 4](#)
- ◆ [Section 5.2, “Accessibility,” on page 6](#)
- ◆ [Section 5.3, “AdminStudio,” on page 6](#)
- ◆ [Section 5.4, “Authentication,” on page 7](#)
- ◆ [Section 5.5, “Bundle Management,” on page 7](#)
- ◆ [Section 5.6, “Imaging,” on page 7](#)
- ◆ [Section 5.7, “Migration,” on page 8](#)
- ◆ [Section 5.8, “Patch Management,” on page 8](#)
- ◆ [Section 5.9, “Personality Migration,” on page 9](#)
- ◆ [Section 5.10, “Policy Management,” on page 10](#)
- ◆ [Section 5.11, “Remote Management,” on page 10](#)
- ◆ [Section 5.12, “Reporting,” on page 11](#)
- ◆ [Section 5.13, “Satellites,” on page 14](#)
- ◆ [Section 5.14, “ZENworks Adaptive Agent,” on page 15](#)
- ◆ [Section 5.15, “ZENworks Control Center,” on page 16](#)
- ◆ [Section 5.16, “Zman,” on page 17](#)

5.1 Installation

This section contains information about issues that might occur when you install ZENworks Configuration Management.

- ♦ [Section 5.1.1, “Some ZENworks partitions must be fixed in order to work with Configuration Management,” on page 4](#)
- ♦ [Section 5.1.2, “Time synchronization causes invalid certificate errors,” on page 5](#)
- ♦ [Section 5.1.3, “Command line installation on a Linux server with the MS SQL Server or Oracle database fails,” on page 5](#)
- ♦ [Section 5.1.4, “You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server,” on page 5](#)
- ♦ [Section 5.1.5, “You are not prompted to configure any other port if port 2645 is busy,” on page 5](#)
- ♦ [Section 5.1.6, “Unable to connect to the default ZENworks Adaptive Agent installed with ZENworks 10 Configuration Management on SLES 11,” on page 5](#)
- ♦ [Section 5.1.7, “The ZENworks 10 Configuration Management SP3 \(10.3.0\) Vista managed device registered to a ZENworks 10 Configuration Management SP3 Primary Server fails to contact the server after you upgrade the server to ZENworks 11,” on page 6](#)

5.1.1 Some ZENworks partitions must be fixed in order to work with Configuration Management

If your environment is running the Novell ZENworks Linux Management - Dell Edition and you created ZENworks partitions on your clients, when the partition is booted to update your clients to ZENworks 10 Configuration Management, the partition no longer works and the update fails.

Workaround: Before you install ZENworks 10 Configuration Management to your environment, create a scripted imaging task and force all ZENworks partitions to run it in preparation to update to Configuration Management.

Create the following script to fix the `/etc/ZUpdate.sig` file contained in the `initrd` resource file:

```
export PATH=/sbin:/usr/sbin:/bin:/usr/bin:/sbin
mount $ZENDEVICE /mnt/harddisk
cp /mnt/harddisk/boot/loader/initrd /initrd.gz
#make a backup of initrd
cp /mnt/harddisk/boot/loader/initrd /mnt/harddisk/boot/loader/initrd.sav
gunzip /initrd.gz
mount -o loop /initrd /mnt/cdrom
cp /mnt/cdrom/etc/ZUpdate.sig /
dos2unix /ZUpdate.sig
cp /ZUpdate.sig /mnt/cdrom/etc
umount /mnt/cdrom
gzip -v9c /initrd > /mnt/harddisk/boot/loader/initrd
umount /mnt/harddisk
```

5.1.2 Time synchronization causes invalid certificate errors

If time is not synchronized on the network before you install the ZENworks services, you might see invalid certificate errors because the certificates have dates that are in the future, and therefore are considered invalid.

Workaround: Make sure that your network has its time synchronized before you install the ZENworks services. Make sure to include ZENworks back-end servers in the synchronization.

5.1.3 Command line installation on a Linux server with the MS SQL Server or Oracle database fails

During the command line installation of ZENworks 10 Configuration Management SP3 on a Linux* server, if you choose to create an MS SQL Server* database or an Oracle* database, and subsequently specify an existing database username, the installation fails at the end.

Workaround: Specify a new database username while creating the database.

5.1.4 You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server

The installer prompts for the first reboot after completing the installation of ZENworks Asset Management. The server prompts for a reboot again to remove any additional packages that might have been installed while installing ZENworks Asset Management.

Workaround: None

5.1.5 You are not prompted to configure any other port if port 2645 is busy

In the ZENworks 10 Configuration Management SP3 Installation Wizard, the Select ZENworks Ports page does not prompt you to configure any other port if port 2645 is busy. The installation proceeds but authentication to the user source might not work.

Workaround: Before you install ZENworks 10 Configuration Management SP3, make sure that port 2645 is free.

5.1.6 Unable to connect to the default ZENworks Adaptive Agent installed with ZENworks 10 Configuration Management on SLES 11

(Fixed in v10.3.1) When you install ZENworks 10 Configuration Management on SLES 11, the server components and default ZENworks Adaptive Agent are installed. However, the ZENworks Server is unable to connect to the default agent because the default port 7628, which is used by the ZENworks Adaptive Agent, is not automatically opened. The following message is displayed in ZENworks Control Center (*Devices > Servers > click the device > Summary > ZENworks Agent Status*):

Unable to connect through IP Address or Host Name

Workaround: Do one of the following:

- ♦ Manually open port 7628.
- ♦ Disable the firewall settings.

5.1.7 The ZENworks 10 Configuration Management SP3 (10.3.0) Vista managed device registered to a ZENworks 10 Configuration Management SP3 Primary Server fails to contact the server after you upgrade the server to ZENworks 11

If you have a Windows Vista managed device that has ZENworks 10 Configuration Management SP3 (10.3.0) registered to a ZENworks 10 Configuration Management SP3 Primary Server, the managed device fails to contact the server after you upgrade the server to ZENworks 11.

Workaround: To reconnect the managed device with the ZENworks 11 Primary Server, do one of the following:

Option 1: Upgrade the managed device to 10.3.1, and then to ZENworks 11.

Option 2: If you choose not to upgrade the managed device to ZENworks 11, unregister the device from the ZENworks Configuration Management 10.3 zone and manually register it to the ZENworks 11 Primary Server by using the `zac reg` command.

5.2 Accessibility

This section contains information about accessibility issues with ZENworks Configuration Management.

- ◆ [Section 5.2.1, “Keyboard support for selecting an application on the toolbar is not working,” on page 6](#)

5.2.1 Keyboard support for selecting an application on the toolbar is not working

By default, Windows does not provide keyboard support for the toolbar.

Workaround: Enable the accessibility options in Windows and use the Accessibility Wizard to enable mouse key settings. When you do this, mouse functions are controlled by using the numeric keypad.

5.3 AdminStudio

This section contains information about issues that might occur with AdminStudio* 9.5 for ZENworks Configuration Management:

- ◆ [Section 5.3.1, “Unable to install AdminStudio 10 SP1 on a 64-bit Windows XP SP2 device,” on page 6](#)

5.3.1 Unable to install AdminStudio 10 SP1 on a 64-bit Windows XP SP2 device

When you try to install AdminStudio 10 on a 64-bit Windows XP SP2 device, the following error message is displayed:

The system administrator has set policies to prevent this installation.

Workaround: To enable the installation of AdminStudio 10, perform the following steps:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Local Security Policy*.
- 2 In the left pane, right-click *Software Restriction Policies* and select *New Software Restriction Policy*.
- 3 Click *Software Restriction Policies*.

Enforcement is displayed in the right pane.

- 4 Double-click *Enforcement* and apply the software restriction policy to *All software files* and *All users except local administrators*.
- 5 Restart the device.

5.4 Authentication

This section contains information about issues that might occur with Authentication.

- ♦ [Section 5.4.1, “You must restart the ZENworks Services after Changing authentication mechanisms for an authentication server,” on page 7](#)

5.4.1 You must restart the ZENworks Services after Changing authentication mechanisms for an authentication server

If you change the Authentication mechanism for an Authentication server, you must stop and restart the ZENworks services before the change takes effect.

5.5 Bundle Management

This section contains information about issues that might occur when you use bundles in ZENworks Configuration Management.

- ♦ [Section 5.5.1, “File bundles are displayed on a managed device even if the Bundle Management module is disabled on the device,” on page 7](#)

5.5.1 File bundles are displayed on a managed device even if the Bundle Management module is disabled on the device

The File bundles assigned to a device are displayed on the managed device even if the Bundle Management module is disabled on the device. This is because the Inventory Management module is enabled on the device. You can install or launch the bundle through `zac` commands.

Workaround: None.

5.6 Imaging

This section contains information about issues that might occur when you use Imaging in ZENworks Configuration Management.

- ♦ [Section 5.6.1, “Unable to take an image for the Linux device in the ZENworks Automated mode,” on page 7](#)

5.6.1 Unable to take an image for the Linux device in the ZENworks Automated mode

You cannot take an image of the Linux device (Satellite or managed device) in the ZENworks Automated mode because the Linux device does not have the image-safe data.

Workaround: Take the image of the Linux device in the ZENworks Imaging Maintenance mode.

5.7 Migration

This section contains information about issues that might occur during migration to ZENworks Configuration Management.

- ♦ [Section 5.7.1, “Unable to view the migration help files in the Firefox 3.0.x browser,”](#) on page 8

5.7.1 Unable to view the migration help files in the Firefox 3.0.x browser

If you run the ZENworks Configuration Management Migration utility on a device that has Firefox * 3.0.x set as a default browser, the help file is not displayed when you click the Help icon.

Workaround: Set Firefox 2.0 or Internet Explorer* as the default browser on the device.

5.8 Patch Management

This section contains information about issues that might occur when you use Patch Management in ZENworks Configuration Management.

- ♦ [Section 5.8.1, “Windows Installer might need to be updated for some patches,”](#) on page 8
- ♦ [Section 5.8.2, “Cached patches and existing baselines are removed after upgrading from Update for ZENworks 10 Configuration Management \(10.2.2\) to ZENworks 10 Configuration Management SP3 \(10.3\),”](#) on page 8

5.8.1 Windows Installer might need to be updated for some patches

Deployment of certain .NET patches might require that the latest Windows Installer be installed. Otherwise, you can receive errors when deploying those patches.

Workaround: Prior to deploying .NET patches, verify whether Windows Installer is a prerequisite. If necessary, create a bundle to deploy the latest Windows Installer (version 3.1 or later) to your systems. Windows Installers are available from [Microsoft \(http://www.microsoft.com/downloads/details.aspx?familyid=889482fc-5f56-4a38-b838-de776fd4138c&displaylang=en\)](http://www.microsoft.com/downloads/details.aspx?familyid=889482fc-5f56-4a38-b838-de776fd4138c&displaylang=en).

5.8.2 Cached patches and existing baselines are removed after upgrading from Update for ZENworks 10 Configuration Management (10.2.2) to ZENworks 10 Configuration Management SP3 (10.3)

When you upgrade from Update for ZENworks 10 Configuration Management (10.2.2) to ZENworks 10 Configuration Management SP3 (10.3), all the cached patches are reverted to the uncached status and all baseline assignments are removed because ZENworks 10 Configuration Management re-creates all patches as a new type of bundle with new bundle attributes in a structured folder hierarchy. This helps you to easily replicate patch content to Satellites within the Management Zone. Additionally, the patch baseline functionality now includes reboot notification and prompting.

Workaround: After upgrading to ZENworks 10 Configuration Management SP3, you must allow time for the patch subscription replication to run and for patch detection to complete. To speed up this process, use the “Update Now” button to force an immediate download of the patch subscription. You must also allow the DAU (Discover Applicable Updates) cycle to run on all target devices within the network to re-populate the patch status tables. Finally you should re-cache the desired patch bundles and re-create all baselines.

5.9 Personality Migration

This section contains information about issues that might occur when you use Personality Migration in ZENworks Configuration Management.

- ♦ [Section 5.9.1, “A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application,” on page 9](#)
- ♦ [Section 5.9.2, “Unable to install a printer on the destination device,” on page 9](#)
- ♦ [Section 5.9.3, “Unable to store or apply a PNP file on authenticated network shares,” on page 9](#)

5.9.1 A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application

While saving the settings and data to a `.pnp` file, if you choose to use the *Advanced File Options* to span the content to multiple files, you must specify a password in the *Password to encrypt the PNP file* option.

Workaround: None

5.9.2 Unable to install a printer on the destination device

Workaround: Before migrating the printer settings from the source device to the destination device, do the following:

- 1 Create a directory named `PrinterDrivers` in any of the logical drives such as C:, D:, or E:.
- 2 Download and copy the unzipped driver to the `PrinterDrivers` directory.

5.9.3 Unable to store or apply a PNP file on authenticated network shares

When you create bundles by using the Store Personality or Apply Personality actions, the bundles always run as a dynamic administrator. The dynamic administrator does not have the Read or Write access to the authenticated network shares, and therefore cannot store or apply a PNP file from authenticated network shares.

Workaround: To store and apply personalities, the user group *Everyone* should have Write and Read access to the shared location when you create bundles by using the Store Personality and Apply Personality actions.

5.10 Policy Management

This section contains information about issues that might occur when you use Policy Management in ZENworks Configuration Management.

- ♦ [Section 5.10.1, “User Configuration Settings configured in the Group policy are not applied in the Terminal sessions of Windows Server 2003, Windows Server 2008, and Windows Server 2008 R2 devices.”](#) on page 10

5.10.1 User Configuration Settings configured in the Group policy are not applied in the Terminal sessions of Windows Server 2003, Windows Server 2008, and Windows Server 2008 R2 devices.

(Fixed in v10.3.1) User configuration settings configured in the Group policy are not applied in the Terminal sessions of Windows* Server* 2003, Windows Server 2008, and Windows Server 2008 R2 devices.

Workaround: To enable the user configuration settings configured in the Group policy to be applied on the device:

- 1 Open the Registry Editor.
- 2 Go to HKLM\Software\Microsoft\Windows\CurrentVersion\Run.
- 3 Create a string called ZENUserDaemon, and set its value to `ZENworks_installation_dir\bin\ZENUserDaemon.exe`.
- 4 Go to HKLM\Software\Novell\ZCM.
- 5 Create a string called DisableUserDaemonHealing, and set the value to True.
- 6 Reboot the device.

NOTE: The Internet Explorer settings configured in the Group policy are not applied on the device even if you have adopted the suggested workaround. See TID 7005804 at Novell Support (<http://www.novell.com/support/microsites/microsite.do>)

5.11 Remote Management

This section contains information about the issues that might occur when you use the Remote Management feature in ZENworks Configuration Management.

5.11.1 On a Windows XP device, the installation of ZENworks Adaptive Agent with the Remote Management component through Remote Desktop Connection fails

If you remotely connect to a managed device through Remote Desktop Connection (RDP), then download and install the ZENworks Adaptive Agent, the installation does not complete and the Remote Desktop Connection program stops working.

Workaround: To fix the issue, download the patch from [Microsoft Support Web site \(http://support.microsoft.com/kb/952132\)](http://support.microsoft.com/kb/952132) and install it on the managed device.

5.12 Reporting

The ZENworks Reporting solution is based on BusinessObjects Enterprise* XI. This section contains issues that might occur when you use ZENworks Reporting. To troubleshoot other error messages that you might encounter while working with BusinessObjects* Enterprise XI, see the [BusinessObjects XI 3.1 documentation Web site \(http://help.sap.com/businessobject/product_guides/\)](http://help.sap.com/businessobject/product_guides/).

- ◆ Section 5.12.1, “The report layouts of the predefined reports can be modified only by the user who logs in to ZENworks Reporting Server with the username as Administrator,” on page 11
- ◆ Section 5.12.2, “Unable to launch the ZENworks Reporting Server InfoView after the session has expired,” on page 11
- ◆ Section 5.12.3, “Closing the ZENworks Reporting Server InfoView page without logging out to end the session fails to relaunch the ZENworks Reporting Server InfoView,” on page 12
- ◆ Section 5.12.4, “Unable to launch the ZENworks Reporting Server InfoView,” on page 12
- ◆ Section 5.12.5, “The Report Engine Server fails to initialize after installing ZENworks Reporting Server,” on page 12
- ◆ Section 5.12.6, “ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2,” on page 13
- ◆ Section 5.12.7, “ZENworks Reporting might display inaccurate data if the Installation dimensions are added to Suites or Software Collections reports,” on page 13
- ◆ Section 5.12.8, “The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5,” on page 13
- ◆ Section 5.12.9, “If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work,” on page 13
- ◆ Section 5.12.10, “The rpsv and rpgn reporting zman commands fail on SLES 10,” on page 14

5.12.1 The report layouts of the predefined reports can be modified only by the user who logs in to ZENworks Reporting Server with the username as Administrator

Modifying the report layouts of the predefined reports is not recommended.

5.12.2 Unable to launch the ZENworks Reporting Server InfoView after the session has expired

You might encounter the following error message when the ZENworks Reporting Server InfoView session expires:

```
Unable to reconnect to the CMS <server-name>:6400. The session has been logged off or has expired. (FWM 01002)
```

Workaround: Do the following:

- 1 Delete the cookies from your browser.
- 2 Close all browser instances.
- 3 Log in to ZENworks Control Center, then launch the ZENworks Reporting Server InfoView.

5.12.3 Closing the ZENworks Reporting Server InfoView page without logging out to end the session fails to relaunch the ZENworks Reporting Server InfoView

Workaround: Click *ZENworks Reporting Server InfoView* (*ZENworks Control Center > Reports*) two times to relaunch the ZENworks Reporting Server InfoView page.

All the cookies that were created in the prior session are deleted on the first click, and the ZENworks Reporting Server InfoView page is displayed on the subsequent click.

To end the ZENworks Reporting Server InfoView session, ensure that you click *Logout* on the ZENworks Reporting Server InfoView page.

5.12.4 Unable to launch the ZENworks Reporting Server InfoView

This problem might occur if the Central Management Server failed to start. The following error message is displayed in the `%zenworks_home%\logs\zcc.log` file:

```
cause:com.crystaldecisions.enterprise.ocaframework.OCAFrameworkException$NotF
oundInDirectory: Server <Server_name>:6400 not found or server may be down
(FWM 01003)
cause:java.net.ConnectException: Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
```

Workaround 1: See the [Business Objects Board forum \(http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5\)](http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5).

Workaround 2: Contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

5.12.5 The Report Engine Server fails to initialize after installing ZENworks Reporting Server

The following error message is displayed when the Report Engine Server fails to initialize:

```
Cannot initialize Report Engine server. (Error: RWI 00226) (Error: INF)
```

This problem might occur if the Report Engine Server is not running, and you are trying to create or access the reports.

Workaround: Manually initialize the Report Engine Server before launching the ZENworks Reporting Server InfoView:

On Windows: Restart the Server Intelligence Agent:

- 1 From the desktop *Start* menu, click *Programs > ZENworks Reporting Server > ZENworks Reporting Server > Central Configuration Manager > Server Intelligence Agent* to display the Central Configuration Manager window.
- 2 Click *Restart*.
- 3 Wait 2 to 3 minutes for the services to restart.

On Linux: Restart the BusinessObjects Enterprise services:

- 1 Stop the BusinessObjects Enterprise services by running the following command as a root user:
`/etc/init.d/BobjEnterprise120 stop`

- 2 Wait 2 to 3 minutes for all the services to stop.
- 3 Start the BusinessObjects Enterprise services by running the following command as a root user:

```
/etc/init.d/BobjEnterprise120 start
```
- 4 Wait 2 to 3 minutes for all the services to start.

5.12.6 ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2

ZENworks Reporting might not contain a reference to users that were created by using the ZENworks 10 Configuration Management SP2 user source. Therefore, ZENworks Reporting fails when you log in to ZENworks Control Center by using an administrator account (such as Administrator@windowdomain.com) created in ZENworks Configuration Management 10 SP2.

Workaround: On the ZENworks Reporting Server, use the following command to create users for the administrator account that was created by using the ZENworks 10 Configuration Management SP2 user source:

```
zman rpau complete_user_name
```

where the *complete_user_name* is the administrator account, such as Administrator@windowdomain.com.

5.12.7 ZENworks Reporting might display inaccurate data if the Installation dimensions are added to Suites or Software Collections reports

In the ZENworks Reporting Server InfoView, the Suites or Software Collection reports display inaccurate data if you add Installation dimensions to them. The Installation dimensions are located in *ZENworks Universe > Asset Management > Licensed Products > Discovered Products*.

Workaround: None.

5.12.8 The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5

If you launch the ZENworks Reporting Server InfoView in Firefox 3.5, and you select *New Window* as the target window in the Create Hyperlink dialog box while linking a ZENworks Report to a User Details Report, the User Details Report data is not displayed in the new browser window.

Workaround: While linking a ZENworks Report to a User Details Report in a Firefox 3.5 browser, select *Current Window* as the target window in the Create Hyperlink dialog box.

5.12.9 If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work

If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication.

Workaround: See TID 7006288 at [Novell Support \(http://www.novell.com/support/microsites/microsite.do\)](http://www.novell.com/support/microsites/microsite.do).

5.12.10 The rpsv and rpgn reporting zman commands fail on SLES 10

Workaround: Before executing the `rpsv` and `rpgn` commands, ensure that the specified destination path has the read-write-execute (rwx) permissions for all Linux users.

5.13 Satellites

This section contains information about issues that might occur with Satellite devices in ZENworks Configuration Management.

- ♦ [Section 5.13.1, “Unable to run the zac commands for content and collection roles after retiring and subsequently unretiring a Linux Satellite from a Management Zone,” on page 14](#)
- ♦ [Section 5.13.2, “Changing the Content Replication inheritance settings for a Satellite automatically changes the inheritance settings for the Primary Server,” on page 14](#)
- ♦ [Section 5.13.3, “A Linux Satellite is unable to communicate with its Primary Server after the Satellite is upgraded from ZENworks Configuration Management 10.2.x to ZENworks Configuration Management 10.3.x,” on page 15](#)

5.13.1 Unable to run the zac commands for content and collection roles after retiring and subsequently unretiring a Linux Satellite from a Management Zone

Workaround: After unretiring the Linux Satellite from the Management Zone, restart the `novell-zenworks-xplatzmd` service.

5.13.2 Changing the Content Replication inheritance settings for a Satellite automatically changes the inheritance settings for the Primary Server

The Primary Server Replication and Satellite Server Replication settings for a bundle or policy that has content are inherited by default from the settings established for the Management Zone. In the Settings page of the bundle or policy in ZENworks Control Center, the value of *Inheritance From* is displayed as *(System)* for the Primary Server Replication and Satellite Server Replication settings. Additionally, the bundle or policy is included to be hosted on a specified Primary Server and is excluded from being hosted on the specified Satellite.

If you change the settings for the Satellite to include the bundle or policy to be hosted on the server, the Satellite Server Replication inheritance setting in the bundle or policy is appropriately changed to the bundle or policy that been added to the Satellite. However, the Primary Server Replication Setting of the bundle or policy is also automatically modified.

Workaround: Manually revert the inheritance setting for the Primary Server Replication.

- 1 In ZENworks Control Center, do either of the following:
 - ♦ To revert the inheritance settings for the Primary Server Replication for a bundle, click the *Bundles* tab.
 - ♦ To revert the inheritance settings for the Primary Server Replication for a policy, click the *Policy* tab.
- 2 Click the bundle or policy that you have manually included in the Satellite.
- 3 Click *Settings > Primary Server Replication*.
- 4 Click *Override Settings*.
- 5 Click *OK*.

5.13.3 A Linux Satellite is unable to communicate with its Primary Server after the Satellite is upgraded from ZENworks Configuration Management 10.2.x to ZENworks Configuration Management 10.3.x

A Linux Satellite fails to communicate with its Primary Server after you upgrade it from ZENworks Configuration Management 10.2.x to ZENworks Configuration Management 10.3.x if the Primary Server has multiple hostnames.

Workaround: Perform the following tasks on the Linux Satellite:

- 1 Update the `/etc/opt/novell/zenworks/initial-web-service` file with the URLs that consist of all the hostnames of the Primary Server with which the Satellite communicates. You must specify all the URLs on the same line by using semi-colon (;) as the delimiter.

The `initial-web service` file contains by default one hostname and the IP address of the Primary Server. For example, the default content is:

```
https://zcm-sles11-64:443;https://10.0.0.0:443;
```

If the Primary Server has an additional hostname as `zcm-sles10-100`, you must append the hostname in the `initial-web service` file as follows:

```
https://zcm-sles10-64:443;https://10.0.0.0:443;https://  
zcm-sles10-100:443
```

- 2 Do one of the following:
 - ♦ Clear the ZENworks cache by executing the `zac cache-clear` command, then restart the ZENworks Adaptive Agent by executing the `/etc/init.d/novell-zenworks-xplatzmd restart` command.
 - ♦ Stop the ZENworks Adaptive Agent service by executing the `/etc/init.d/novell-zenworks-xplatzmd stop` command, then start the service with the `--clean` option by executing the `/etc/init.d/novell-zenworks-xplatzmd start --clean` command.
- 3 Upgrade the Satellite to ZENworks Configuration Management 10.3.x.

5.14 ZENworks Adaptive Agent

This section contains information about issues that might occur with the ZENworks Adaptive Agent in ZENworks Configuration Management.

- ♦ [Section 5.14.1, “Linux Servers are not managed devices even though the Adaptive Agent is installed on them,” on page 15](#)
- ♦ [Section 5.14.2, “Uninstallation of the User Management Agent Feature on a Windows 2000 device fails,” on page 16](#)

5.14.1 Linux Servers are not managed devices even though the Adaptive Agent is installed on them

The ZENworks Adaptive Agent is installed on Linux Primary Servers to enable software updates. Although Linux servers appear as managed devices in ZENworks Control Center, any actions performed on them, such as assignments, QuickTasks, and so on, will fail.

5.14.2 Uninstallation of the User Management Agent Feature on a Windows 2000 device fails

If you deselect the *User Management Agent Feature* in ZENworks Control Center (Agent Features panel on the ZENworks Agent page), the User Management feature is not uninstalled on a Windows 2000 device.

For more information on customizing the agent features, see [Customizing the Agent Features \(http://www.novell.com/documentation/zcm10/zcm10_discovery_deployment/data/bjfvxom.html\)](http://www.novell.com/documentation/zcm10/zcm10_discovery_deployment/data/bjfvxom.html).

Workaround: None.

5.15 ZENworks Control Center

This section contains information about issues that might occur when you use ZENworks Control Center.

- ◆ [Section 5.15.1, “Login to ZENworks Control Center fails in Internet Explorer when there are unsupported DNS characters in the server name,” on page 16](#)
- ◆ [Section 5.15.2, “MS SQL Server 2005 provides multiple collation options that affect how lists display in ZENworks Control center,” on page 16](#)

5.15.1 Login to ZENworks Control Center fails in Internet Explorer when there are unsupported DNS characters in the server name

A Microsoft* security fix (see Microsoft Knowledge Base article [312461 \(http://support.microsoft.com/default.aspx/kb/312461\)](http://support.microsoft.com/default.aspx/kb/312461)) disallows certain characters in DNS names by not returning cookies when those characters are used in the server's name. If cookies are not returned, state information cannot be preserved across HTML requests, so the user cannot log in to ZENworks Control Center.

The only characters allowed for DNS names in Windows are the alphabetical characters (a-z), numbers, and the hyphen. For example, you cannot use an underscore character. Use a hyphen instead.

This is not an issue with the Mozilla Firefox browser, even when it runs on Windows.

Workarounds:

- ◆ Reference the IP address instead of its DNS name.
- ◆ Reference a valid DNS name for the IP address the server is using. For example, your server name might be A_Server.mycompany.com, but the DNS registration for the IP address might be Aserver.mycompany.com, which will work.
- ◆ If you use only Internet Explorer to run ZENworks Control Center, do not use underscores in your server names.

5.15.2 MS SQL Server 2005 provides multiple collation options that affect how lists display in ZENworks Control center

When Microsoft SQL Server 2005 is installed on non-English (U.S.), there are differing sort orders and collations offered. This means that the ordering of lists in ZENworks Control Center is affected, including devices and so on.

Workaround: When you install an SQL Server, it selects a default based on the locale of the server. Review the [Microsoft documentation \(http://msdn2.microsoft.com/en-us/library/ms143503.aspx\)](http://msdn2.microsoft.com/en-us/library/ms143503.aspx) to determine which collation option to use when installing your MS SQL Server.

5.16 Zman

This section contains information about issues that might occur when you use the `zman` command line utility.

- ♦ [Section 5.16.1, “Zman help does not display in Chinese,” on page 17](#)

5.16.1 Zman help does not display in Chinese

Using the `man zman` command for Simplified Chinese and Traditional Chinese doesn't display any help. It only displays the tilde (~) character.

Workaround: None.

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