

FREQUENTLY ASKED QUESTIONS (FAQ)

Novell® ZENworks® Linux Management

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About This Guide

This *Novell® ZENworks® 7.2 Linux Management Frequently Asked Questions (FAQ)* is intended to help ZENworks Linux Management users who have not found the information they need in the ZENworks Linux Management Online Help or User Guides. The information in this guide is organized as follows:

- ♦ “How do I Find What I Need in ZENworks Linux Management Documentation?” on page 9
- ♦ “ZENworks Linux Management Frequently Asked Questions” on page 11

Audience

This guide is intended for 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 [Novell Documentation Feedback site \(http://www.novell.com/documentation/feedback.html\)](http://www.novell.com/documentation/feedback.html) and enter your comments there.

Documentation Updates

For the most recent, updated version of the *ZENworks 7.2 Frequently Asked Questions (FAQ)*, visit the [Novell® ZENworks 7.2 Linux Management Edition documentation Web site \(http://www.novell.com/documentation/zlm72\)](http://www.novell.com/documentation/zlm72).

Additional Documentation

ZENworks 7.2 Linux Management is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product:

- ♦ *Novell ZENworks 7.2 Linux Management Installation Guide*
- ♦ *Novell ZENworks 7.2 Linux Management Administration Guide*
- ♦ *Novell ZENworks 7.2 Linux Management Troubleshooting Guide*

In addition, the other capabilities included in the ZENworks 7 suite have extensive documentation for your use. For a full list of this documentation, see the [Novell ZENworks 7 documentation Web site \(http://www.novell.com/documentation/zenworks7/index.html\)](http://www.novell.com/documentation/zenworks7/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.

A trademark symbol (®, ™, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

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* or UNIX*, should use forward slashes as required by your software.

How do I Find What I Need in ZENworks Linux Management Documentation?

Review the following sections to understand how you can find what you need in ZENworks Linux Management documentation:

- ♦ [Section 1.1, “Finding Information,” on page 9](#)
- ♦ [Section 1.2, “What To Do When You Cannot Find the Answer,” on page 9](#)

1.1 Finding Information

Review the following sections to understand how to find the information you need:

- ♦ [Section 1.1.1, “User Guides in ZENworks Linux Management,” on page 9](#)
- ♦ [Section 1.1.2, “Frequently Asked Questions,” on page 9](#)
- ♦ [Section 1.1.3, “Searching for Information,” on page 9](#)

1.1.1 User Guides in ZENworks Linux Management

The user guides in both HTML and PDF formats are available on the [ZENworks Linux Management documentation Web site \(http://www.novell.com/documentation/zlm72/index.html\)](http://www.novell.com/documentation/zlm72/index.html).

1.1.2 Frequently Asked Questions

To find answers to some of the frequently asked questions in ZENworks Linux Management, see [Chapter 2, “ZENworks Linux Management Frequently Asked Questions,” on page 11](#).

1.1.3 Searching for Information

You can use the Search button on the Novell Documentation web site to quickly find the information you need. You can also specify the search criteria by defining one or more filters such as operators, switches, and wildcards in your search strings to significantly improve your search.

1.2 What To Do When You Cannot Find the Answer

Review the following sections to understand what you can do to get answers for your questions when you cannot find them by using the ways described in [Section 1.1, “Finding Information,” on page 9](#).

- ♦ [Section 1.2.1, “User Comments Link in the User Guides,” on page 10](#)
- ♦ [Section 1.2.2, “ZENworks Linux Management Support Forum,” on page 10](#)
- ♦ [Section 1.2.3, “Where Do I Go for More Help,” on page 10](#)

1.2.1 User Comments Link in the User Guides

If you cannot find the information you need in the User Guides for ZENworks® Linux Management, you can submit a user comment about the documentation. Click *user comments* at the bottom of any page of the HTML version of the documentation to submit your comments.

IMPORTANT: For best results, submit your comment on the page of the User Guide where you tried to find the information.

When you submit a user comment, one of the following things happens:

- ♦ We know where the answer to your question is in the current documentation. We send a response to you to help you find the information you need.
- ♦ We know the answer to your question and we discover that it is not in the current documentation. We send a response to you and post the information on the page where you made your comment. The information will be added to the next version of the ZENworks Linux Management documentation.
- ♦ If we do not know the answer to your question, we find the answer to your question, then proceed as described above.
- ♦ When ZENworks Linux Management does not work for you the way it is supposed to, we refer you to the ZENworks Linux Management Support Forum. For more information, see [Section 1.2.2, “ZENworks Linux Management Support Forum,” on page 10.](#)

NOTE: Response time might vary.

1.2.2 ZENworks Linux Management Support Forum

The [Novell ZENworks Linux Management Support Forum](http://forums.novell.com/novell-product-support-forums/zenworks/linux-management/) (<http://forums.novell.com/novell-product-support-forums/zenworks/linux-management/>) provides assistance from ZENworks Linux Management users around the world. If ZENworks Linux Management is not working for you as documented, post your problem on ZENworks Linux Management Support Forum for free assistance.

1.2.3 Where Do I Go for More Help

In addition to the ZENworks® Linux Management product documentation, the following resources provide additional information about ZENworks Linux Management.

- ♦ [Novell® Support Knowledgebase](http://www.novell.com/support) (<http://www.novell.com/support>)
- ♦ [Novell ZENworks Linux Management Support Forum](http://forums.novell.com/novell-product-support-forums/zenworks/linux-management/) (<http://forums.novell.com/novell-product-support-forums/zenworks/linux-management/>)
- ♦ [Novell ZENworks Linux Management Support Community](http://www.novell.com/support/product/products.do) (<http://www.novell.com/support/product/products.do>)
- ♦ [Novell Cool Solutions](http://www.novell.com/cool-solutions/) (<http://www.novell.com/cool-solutions/>)
- ♦ [Novell ZENworks Linux Management product site](http://www.novell.com/products/zenworks/linuxmanagement/) (<http://www.novell.com/products/zenworks/linuxmanagement/>)

ZENworks Linux Management Frequently Asked Questions

2

Review the following sections to find answers to some of the frequently asked questions in ZENworks® Linux Management:

- ◆ Section 2.1, “Installation,” on page 11
- ◆ Section 2.2, “Registration,” on page 12
- ◆ Section 2.3, “Bundles and Package Management,” on page 12
- ◆ Section 2.4, “Remote Management,” on page 16
- ◆ Section 2.5, “Event Monitoring,” on page 18

2.1 Installation

- ◆ How can I know which version of ZENworks Linux Management is installed on my device?
- ◆ How can I know which hot patch version is installed on my device?
- ◆ How can I automate the agent installation in my zone?
- ◆ Which ports are used by the ZENworks Linux Management server?
- ◆ Which ports are used by the ZENworks Linux Management agent?
- ◆ What is the difference between the ZENworks Linux Management agent that is packaged with the SUSE Linux Enterprise 10 distribution and the one provided by ZENworks Linux Management installation?
- ◆ How can I get zmd debug messages in the zmd-messages.log file while running the ZLM-install script?

How can I know which version of ZENworks Linux Management is installed on my device?

At the command prompt, enter the `rug ping` command. The version displayed for the ZENworks Management Daemon is the version of the ZENworks Linux Management that you are on.

How can I know which hot patch version is installed on my device?

At the command prompt, enter the `rug ping` command to display the hot patch level.

How can I automate the agent installation in my zone?

See “Automating Installation of the ZENworks Agent” in the *Novell ZENworks 7.2 Linux Management Installation Guide*.

Which ports are used by the ZENworks Linux Management server?

See “Server Listening Ports” in the *Novell ZENworks 7.2 Linux Management Installation Guide*.

Which ports are used by the ZENworks Linux Management agent?

See “Agent Listening Ports” in the *Novell ZENworks 7.2 Linux Management Installation Guide*.

What is the difference between the ZENworks Linux Management agent that is packaged with the SUSE Linux Enterprise 10 distribution and the one provided by ZENworks Linux Management installation?

The ZENworks Linux Management agent that comes with the ZENworks Linux Management installation has scheduled deployments and policy management features that the SUSE Linux Enterprise agent does not have.

How can I get zmd debug messages in the zmd-messages.log file while running the ZLM-install script?

While running the ZLM-install script, the `log-level` in `zmd` preferences is set to `Info` by default. Run the following command to get the debug messages in the `zmd-messages.log` file:

```
zlm-install --zmd-debug
```

2.2 Registration

- ♦ Can I register a base SUSE Linux Enterprise 10 device to the ZENworks Linux Management 7.2.x zone?
- ♦ How can I avoid multiple registration entries of a managed device to the ZENworks Linux Management zone?

Can I register a base SUSE Linux Enterprise 10 device to the ZENworks Linux Management 7.2.x zone?

Yes. You can register a SUSE Linux Enterprise 10 device to a ZENworks Linux Management 7.2.x zone. However, all the features of a ZENworks Linux Management agent are not available because SUSE Linux Enterprise 10 does not have all the features of the ZENworks Linux Management agent.

How can I avoid multiple registration entries of a managed device to the ZENworks Linux Management zone?

Use the following command to re-register an existing device to the ZENworks Linux Management zone:

```
rug service-add --rebuild -t ZENworks ZENworks_server_address
```

2.3 Bundles and Package Management

- ♦ How can I know if updates are available for my device?
- ♦ How can I know if patch updates are available for a SUSE Linux Enterprise 10 device?
- ♦ How can I know if updates are available for my device if I have logged in to the GNOME desktop or KDE desktop on a managed device?
- ♦ What is the difference between mandatory bundles and non-mandatory bundles?
- ♦ What are the different statuses of a bundle on a managed device?

- ♦ What are the different statuses of a package on a managed device?
- ♦ Why does the ZMD show fewer installed packages than are shown by the `rpm -qa` command?
- ♦ When can I use an NFS mounted directory as a ZMD cache directory?
- ♦ How can I use an NFS mounted directory as a ZMD cache directory?
- ♦ Does the RPM command that I use to install packages reflect in the bundle status and package status?
- ♦ The `rug bundle-packages` command shows the status of packages as not installed even though the `rug bundle-list` command shows that the bundle is installed.
- ♦ How can I upgrade a device from SUSE Linux Enterprise 10 to SUSE Linux Enterprise 10 SP1 by using ZENworks Linux Management?
- ♦ How can I upgrade a device from SUSE Linux Enterprise 10 SP1 to SUSE Linux Enterprise 10 SP2 by using ZENworks Linux Management?

How can I know if updates are available for my device?

At the command prompt, enter the `rug list-updates` command to view the updates that are available for your device.

How can I know if patch updates are available for a SUSE Linux Enterprise 10 device?

At the command prompt, enter the `rug list-updates -t patch` command to view the patch updates that are available for the SUSE Linux Enterprise 10 device.

How can I know if updates are available for my device if I have logged in to the GNOME desktop or KDE desktop on a managed device?

If you are logged in to the GNOME* desktop or KDE* desktop, the globe icon on the panel changes to an orange exclamation mark if there are updates available for your device. Click the icon to view the list of updates.

What is the difference between mandatory bundles and non-mandatory bundles?

A mandatory bundle is assigned directly to a managed device. You cannot uninstall a mandatory bundle from a device on which the complete ZENworks Linux Management is installed.

A non-mandatory bundle is assigned to a catalog, and the catalog is assigned to a device. These bundles are optional and are not automatically installed on the device. Non-mandatory bundles fulfil the dependencies required to install packages.

What are the different statuses of a bundle on a managed device?

Refer to the following table to understand the different statuses of a bundle on a managed device:

Table 2-1 *Bundle Status on a Managed Device*

Status	Description
' '	Bundle is not installed on the device.

Status	Description
i	Bundle is installed on the device.
*	Bundle is partially installed on the device.
v	A different version of the bundle is installed on the device.

What are the different statuses of a package on a managed device?

Refer to the following table to understand the different statuses of a package on a managed device:

Table 2-2 *Package Status on a Managed Device*

Status	Description
''	Package is not installed on the device.
i	Package is installed on the device.
s	The package in the bundle is of a lower version than that installed on the device.
v	A different version of the package is installed on the device.

Why does the ZMD show fewer installed packages than are shown by the `rpm -qa` command?

The `rpm -qa` command shows the imported GPG keys (`gpg-pubkey-xxxxxxx-xxxxxxx`) that are not actual packages as installed packages. The ZMD filters the GPG keys from the list of installed packages, and therefore shows fewer installed packages than are shown by the `rpm -qa` command.

When can I use an NFS mounted directory as a ZMD cache directory?

If you encounter an insufficient disk space error in the partition that has the ZMD cache directory, you can use an NFS mounted directory as a ZMD cache directory.

How can I use an NFS mounted directory as a ZMD cache directory?

- 1 Add the following command in the `/etc/fstab` directory:

```
NFS_server:nfs_shared_directory nfs_mount_point nfs defaults 0
0
```

The shared directory must have Write privileges on the NFS server.

- 2 On the mounted `nfs`, create a directory to use it as a ZMD cache directory.
- 3 Set the `cache-directory` ZMD preference to the directory created in [Step 2](#) by using the following command:

```
rug set cache-directory directory_created_on_mounted_nfs
```

Does the RPM command that I use to install packages reflect in the bundle status and package status?

Yes. The ZMD monitors the `rpm DB/var/lib/rpm/Packages` directory for any changes in the RPM database, and updates the bundle status and package status appropriately.

The `rug bundle-packages` command shows the status of packages as not installed even though the `rug bundle-list` command shows that the bundle is installed.

If you have set the *Freshen* flag for some or all of the packages while installing a bundle, those packages are upgraded only if an earlier version of the package is already installed. If no earlier version of the package exists on the device, the packages in the bundle are not installed even though the bundle is installed. Therefore, the status of these packages is displayed as not installed when you run the `rug bundle-packages` command.

How can I upgrade a device from SUSE Linux Enterprise 10 to SUSE Linux Enterprise 10 SP1 by using ZENworks Linux Management?

- 1 Mirror the SLE10-SP1 - Online catalog from [Novell Update \(https://nu.novell.com/repo\)](https://nu.novell.com/repo) to your ZENworks Linux Management server. This server requires authentication with your Novell account name and password.
- 2 In ZENworks Control Center, change the *Install Type* for all the kernel packages from *Install* to *Upgrade*.
For more information, see “[Editing Bundles](#)” in *Novell ZENworks 7.2 Linux Management Administration Guide*.
- 3 Assign the mirrored catalog to the managed device that you want to upgrade.
For more information, see “[Assigning Catalogs](#)” in *Novell ZENworks 7.2 Linux Management Administration Guide*.
- 4 On the managed device, run the `rug up` command to upgrade all the SUSE Linux Enterprise 10 packages to SUSE Linux Enterprise 10 SP1 packages.

How can I upgrade a device from SUSE Linux Enterprise 10 SP1 to SUSE Linux Enterprise 10 SP2 by using ZENworks Linux Management?

- 1 Mirror the SLE10-SP2 - Online catalog from [Novell Update \(https://nu.novell.com/repo\)](https://nu.novell.com/repo) to your ZENworks Linux Management server. This server requires authentication with your Novell account name and password.
- 2 In ZENworks Control Center, change the *Install Type* for all the kernel packages from *Install* to *Upgrade*.
For more information, see “[Editing Bundles](#)” in *Novell ZENworks 7.2 Linux Management Administration Guide*.
- 3 Assign the mirrored catalog to the managed device that you want to upgrade.
For more information, see “[Assigning Catalogs](#)” in *Novell ZENworks 7.2 Linux Management Administration Guide*.
- 4 On the managed device, run the `rug up` command to upgrade all the SUSE Linux Enterprise 10 packages to SUSE Linux Enterprise 10 SP2 packages.

2.4 Remote Management

- ♦ How do I secure my Remote Management session?
- ♦ How can I improve Remote Management performance on a slow link?
- ♦ Why do I get a black screen when I perform the Remote Control operation?
- ♦ Why does the Remote Management Viewer show only a toolbar at the center of the applet window?
- ♦ Why is the Novell Remote Management Viewer Applet signed?
- ♦ Why do I get a warning indicating that an unsecure download is in progress on Internet Explorer?
- ♦ I rejected the Novell Remote Management certificate and now I am unable to perform Remote Management operations
- ♦ Can I use any other third-party VNC viewer to connect to the ZENworks 7 Linux managed device?
- ♦ Can I use the Novell ZENworks Remote Management Viewer window to Remote Control any third-party VNC server?
- ♦ Why is the certificate is not displayed while trying to start the Remote Management session for a managed device?

How do I secure my Remote Management session?

When connecting to remote machines, you should use SSH or VPN. You can also tunnel the VNC protocol through the encrypted SSH channel.

The VNC protocol and data are unencrypted between the Remote Management Viewer and the managed device. If you perform Remote Management operations over an insecure network like the Internet, you should tunnel the VNC protocol using SSH for secure communication.

- 1 Establish SSH tunneling to use VNC between the Remote Management Viewer and the managed device.

For more information on establishing VNC through SSH tunnelling between the Remote Management Viewer and the managed device, refer “[Establishing SSH Tunneling](#)” in the *Novell ZENworks 7.2 Linux Management Administration Guide*.

- 2 In the ZENworks Control Center, click the *Devices* page.
- 3 Launch the Remote Control session from Device Tasks in the top left pane.
- 4 Specify the IP address and the port number of the configured SSH tunnel.
- 5 Select the desired operation from the drop-down list.
- 6 Click *OK*.

How can I improve Remote Management performance on a slow link?

The performance during a Remote Management session over a slow link or a fast link varies depending on the network traffic. For better response time, try one or more of the following strategies:

On the Management Console

On the Remote Management viewer window at the console, click *Options* and do the following:

- ◆ Set the Encoding type to Tight
- ◆ Adjust the Compression level and JPEG image quality depending on the quality of the image required.
- ◆ Set Cursor Shape Updates to No.
- ◆ Set the CopyRect option to Yes.
- ◆ Use 8 bit color mode by setting Restricted Colors to Yes.

On the Managed Device

- ◆ The speed of the Remote Management session depends upon the processing power of the managed device. We recommend that you use a Pentium* III, 500MHz (or more) with 64 MB RAM or higher.
- ◆ Disable the wallpaper.
- ◆ Configure the following settings at the managed device:
 - ◆ Reduce the screen resolution.
 - ◆ Reduce the depth of color pixels.

More Performance Tuning Tips

For additional information on performance tuning tips, refer to the following Web sites for specific components:

- ◆ [The Tight VNC Web site \(http://www.tightvnc.com\)](http://www.tightvnc.com)
- ◆ [The Real VNC Web site \(http://www.realvnc.com\)](http://www.realvnc.com)
- ◆ [FAQs on x11VNC \(http://www.karlrunde.com/x11vnc\)](http://www.karlrunde.com/x11vnc)

Why do I get a black screen when I perform the Remote Control operation?

The ZENworks 7.2 Linux Management provides VNC-based Remote Management, which does not support Remote Control over the Text consoles.

Why does the Remote Management Viewer show only a toolbar at the center of the applet window?

If the Ask for Permission from User setting is enabled for the managed device, the “Ask For Permission From User On The Managed Device” dialog box appears on the managed device when a remote control session is initiated. The viewer displays the toolbar until the user at the managed device accepts or declines the connection or a timeout occurs.

Why is the Novell Remote Management Viewer Applet signed?

Any unsigned applet can only connect back to the same device from which it is downloaded. However, the Novell Remote Management Viewer Applet is downloaded from the management server with each remote session request and then connects to different managed device. So, it has to be signed.

Why do I get a warning indicating that an unsecure download is in progress on Internet Explorer?

All connections to the management server use HTTPS. But, to download the Novell Remote Management Applet from the management server, a HTTP connection is used which causes the warning.

I rejected the Novell Remote Management certificate and now I am unable to perform Remote Management operations

Do the following:

- 1 Restart the browser by closing all the browser window and opening a new browser window.
- 2 Launch the Novell Remote Management session through the ZENworks Control Center.
- 3 When the Java security dialog box appears again, choose Yes or Always to perform Remote Management operations.

Can I use any other third-party VNC viewer to connect to the ZENworks 7 Linux managed device?

Yes. You can use any VNC viewer to connect to a ZENworks 7 Linux Managed Device. However, you need to connect to the port of the corresponding service. By default, the Remote Control Service listens on port 5950 and the Remote Login Service listens on port 5951.

Can I use the Novell ZENworks Remote Management Viewer window to Remote Control any third-party VNC server?

Yes. You can use Novell Remote Management viewer to Remote Control any third party VNC server.

Why is the certificate is not displayed while trying to start the Remote Management session for a managed device?

The Remote Management viewer requires the Java 1.4.x plug-in to be installed on the browser machine.

If you are using Firefox web browser, you can verify the plug-in version by entering the following command in the URL bar:

```
about:plugins
```

If you are using the Internet Explorer Web browser, you can verify the plug-in version by clicking *Tools > Internet Options > Advanced*.

2.5 Event Monitoring

- ♦ **How do I track the users who log into and log out of ZENworks Control Center?**

How do I track the users who log into and log out of ZENworks Control Center?

You can view the login and logout information of the users in the `/var/opt/novell/log/zenworks/audit-messages.log` file.