

Service Desk 8.1

Service Desk Appliance Deployment and Administration Reference

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About This Guide

This *Service Desk Appliance Deployment and Administration Reference* helps you to deploy and configure Service Desk Appliance to the Service Desk supported virtual infrastructure.

The information in this guide is organized as follows:

- ♦ [Chapter 1, “Overview,” on page 7](#)
- ♦ [Chapter 2, “System Requirements,” on page 9](#)
- ♦ [Chapter 3, “Appliance Deployment,” on page 11](#)
- ♦ [Chapter 4, “Service Desk Configuration,” on page 13](#)
- ♦ [Chapter 5, “Migrating Service Desk Appliance,” on page 15](#)
- ♦ [Chapter 6, “Appliance Management,” on page 23](#)
- ♦ [Chapter 7, “Service Desk System Management,” on page 33](#)

Audience

This guide is intended for Service Desk 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.

Additional Documentation

Service Desk 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 [Service Desk Documentation site](#).

Contents

About This Guide	3
1 Overview	7
2 System Requirements	9
2.1 System Integration	10
3 Appliance Deployment	11
3.1 Deploying the Appliance.	11
3.2 Configuring the Appliance Settings	11
4 Service Desk Configuration	13
4.1 Configuring the Service Desk Server	13
4.2 Logs	13
5 Migrating Service Desk Appliance	15
5.1 Migrating Service Desk 7.5 to Service Desk 8.1	15
5.1.1 Migrating to Service Desk 8.1 using the Second Disk	16
5.1.2 Migrating to Service Desk 8.1 through the Online Product Upgrade Channel.	17
5.2 Migrating Service Desk 8.0 to Service Desk 8.1	19
5.2.1 Migrating to Service Desk 8.1 using the Second Disk	19
5.2.2 Migrating to Service Desk 8.1 through the Online Product Upgrade Channel.	21
6 Appliance Management	23
6.1 Ganglia Configuration	23
6.1.1 Enabling Ganglia Monitoring	24
6.2 Ganglia Monitoring	25
6.3 Network	25
6.4 Time	25
6.5 Digital Certificates	25
6.5.1 Using the Digital Certificate Tool	26
6.5.2 Using an Existing Certificate and Key Pair	27
6.5.3 Activating the Certificate	27
6.5.4 Managing Certificates	27
6.5.5 Service Desk Ciphers	28
6.6 Storage.	28
6.7 System Services	29
6.7.1 Starting, Stopping, or Restarting System Services	29
6.7.2 Setting System Services to Automatic or Manual	29
6.8 Firewall.	29
6.9 Administrative Passwords	29
6.10 Online Update	30
6.11 Shutting Down and Restarting Service Desk Appliance.	31

7	Service Desk System Management	33
7.1	Service Desk Configuration	33
7.2	Terminal and File Explorer	34
7.2.1	Terminal	34
7.2.2	File Explorer	35
7.3	Logs	36
7.4	Configuring Service Desk	37

1 Overview

Service Desk is available as a virtual appliance that can be deployed to a supported virtual infrastructure. Service Desk Appliance is built on a customized SUSE Linux Enterprise Server (SLES), and comes pre-installed with Service Desk and thus helps save on operating system license costs.

After deployment, Service Desk can be configured by using an easy to use web based Console. Also, the same console can be used to maintain Service Desk Appliance and perform basic tasks such as executing commands, starting and stopping services, viewing logs, uploading, and downloading files.

You can also tweak basic server settings and monitor the server performance. With the new Service Desk Appliance, it is significantly easier to move to a new major version of Service Desk.

Appliance supports `root` and `sdadmin` users.

The users have the following privileges:

- ♦ **Appliance Configuration**
 - ♦ Ganglia Configuration
 - ♦ Ganglia Monitoring
 - ♦ Network
 - ♦ Time
 - ♦ Storage
 - ♦ System Services
 - ♦ Firewall
 - ♦ Administrative Passwords
 - ♦ Online Update
 - ♦ Shutting Down and Restarting Service Desk Appliance
- ♦ **Service Desk Appliance**
 - ♦ Terminal and File Explorer
 - ♦ Logs
 - ♦ Service Desk
- ♦ **On Appliance**
 - ♦ Ganglia Configuration
 - ♦ Ganglia Monitoring
 - ♦ System Services
 - ♦ Administrative Passwords
 - ♦ Online Update
 - ♦ Shutting Down and Restarting Service Desk Appliance
- ♦ **On Service Desk**
 - ♦ Terminal and File Explorer

- ♦ Logs
- ♦ Service Desk

2 System Requirements

Service Desk Appliance is a 64-bit (x86_64) virtual machine. The following sections provide the requirements for deploying Service Desk Appliance onto a virtual infrastructure:

Table 2-1 Service Desk Appliance Requirements

Item	Requirements
Hypervisor	<p>Service Desk Virtual Appliance can be deployed in the following virtual machine environments:</p> <ul style="list-style-type: none">♦ VMware Workstation 11.0 onwards♦ VMware ESXi 6.x♦ SUSE XEN on SLES 11 SP4♦ Citrix XenServer
Virtual Machine Configuration	<p>Service Desk Appliance requires the following minimum configuration that have been preconfigured by default:</p> <ul style="list-style-type: none">♦ RAM: 4 GB minimum♦ Disk Space: 40 GB minimum♦ CPU Cores: 2 <p>Service Desk requires two hard disks. One hard disk of size 40 GB is pre-configured with the appliance that uses the SLES 12 SP3 operating system and the other hard disk of minimum size 15 GB should be added for the Service Desk data.</p> <p>Depending on your requirement, you can increase the pre-configured disk space after deploying Service Desk Appliance.</p>
IP Address	<p>The server must have a static IP address or a permanently leased DHCP address.</p>
Database	<p>Service Desk Appliance comes with pre-installed PostgreSQL database. However, you can choose the other supported database and that must meet the database requirements.</p> <p>For more information, see Database Support in the ZENworks Service Desk 8.1 Platform Support Matrix</p>
Administration Browser	<p>The following are supported web browsers for the appliance console:</p> <ul style="list-style-type: none">♦ Internet Explorer 11♦ Latest versions of Google Chrome♦ Firefox ESR version 52♦ Latest versions of Mozilla Firefox♦ Microsoft EDGE

Item	Requirements
Supported Languages	<p>These are the supported languages for the appliance console:</p> <ul style="list-style-type: none"> ♦ English - en ♦ French - fr ♦ German - de ♦ Italian - it ♦ Polish - pl ♦ Spanish - es

2.1 System Integration

ZENworks Service Desk 8.1 supports integration with the following:

- ♦ ZENworks 2017
- ♦ ZENworks 2017 Update 1
- ♦ ZENworks 2017 Update 2
- ♦ ZENworks 2017 Update 3
- ♦ ZENworks 2017 Update 4

3 Appliance Deployment

To deploy Service Desk Appliance, perform the tasks in the following sections:

- ♦ [Section 3.1, “Deploying the Appliance,” on page 11](#)
- ♦ [Section 3.2, “Configuring the Appliance Settings,” on page 11](#)

3.1 Deploying the Appliance

To deploy Service Desk Appliance, perform the following:

- 1 Ensure that the virtual machine to which you want to deploy Service Desk Appliance meet the requirements listed in [Chapter 2, “System Requirements,” on page 9](#).
- 2 Download the Service Desk Appliance file from the [Micro Focus Download](#) website.

Based on your hypervisor, download any of the following files:

- ♦ **VMware ESXi:** Download the `.ova` file.
 - ♦ **SUSE Xen Server on SLES 11 SP4:** Download the `xen.tar.gz` file.
 - ♦ **Microsoft Hyper-V:** Download the `.vhd` file.
- 3 Deploy the Service Desk Appliance to a Hypervisor by using the downloaded (`.ova`, `xen.tar.gz`, or `.vhd`) file.
 - 4 Take a snapshot of the virtual machine that you created.

To save the state and data of a virtual machine at a specific point in time. A snapshot can save time in case of any configuration failure.
 - 5 After deploying Service Desk Appliance, you must add a hard disk of size minimum 15 GB for the Service Desk data before you power on the Virtual Machine.

Depending on your content requirement, you can increase the pre-configured disk space after deploying Service Desk Appliance.
 - 6 Continue with the next task, [Section 3.2, “Configuring the Appliance Settings,” on page 11](#).

3.2 Configuring the Appliance Settings

To configure the appliance settings, perform the following:

- 1 On the License Agreement page, select the required **License Language** and **Keyboard Language**, then click **Accept**.
- 2 On the Passwords and Time Zone page, specify the following information, and then click **Next**:
 - ♦ **root Password and Confirmation:** The root password for Service Desk Appliance.
 - ♦ **sdadmin Password and Confirmation:** The sdadmin password for Service Desk Appliance.
 - ♦ **NTP Server:** The IP address or DNS name of the external Network Time Protocol (NTP) server.

It is recommended to set up the NTP server in accordance with the virtual infrastructure guidelines.

- ♦ **Optional NTP Server:** The IP address or DNS name of the external Network Time Protocol (NTP) server.
 - ♦ **Region:** The local region.
 - ♦ **Time Zone:** The local time zone.
- 3 On the Network Settings Page, you can:
- ♦ **Select the Static IP Address:** If you select this option, then perform Step 4.
 - ♦ **Select the DHCP IP Address:** If you select this option, enter the Host name, and then click **Next**.
- 4 On the Network Settings page, specify the following information, and then click **Next**:
- ♦ **Hostname:** The Fully Qualified Domain Name (FQDN) associated with the appliance IP address. For example, `server.domain.com`.
The hostname must be resolveable, or some features in Service Desk do not work properly. Server names must support the DNS requirements, or the Service Desk login fails. Acceptable characters are the letters a-z (uppercase and lowercase), numbers, and the hyphen (-).
 - ♦ **Obtain IP Address using DHCP:** Select this option to get the IP Address using DHCP address. If you select this option **IP Address** and **Network Mask** will be disabled.
 - ♦ **IP Address:** The server must have a static IP address or a permanently leased DHCP address.
 - ♦ **Network Mask:** The network mask associated with the appliance IP address.
 - ♦ **Gateway:** The IP address of the gateway on the subnet where Service Desk Appliance is located.
 - ♦ **DNS Server:** The IP address of a primary DNS server for your network.
 - ♦ **Optional DNS Server:** The IP address of a primary DNS server for your network.
 - ♦ **Domain Search:** By default, domain that you specified in the **Hostname** field is displayed.
 - ♦ **Optional Domain Search:** The alternate domain.
- If you have not added a hard disk after deployment, then a warning message is displayed. In this scenario, you need to power off the virtual machine, add a hard disk, power on, and then continue with [Step 2](#).
- 5 On the Data Store Location page, verify the new hard disk that you added.
- 6 Click **Configure**.
- After the appliance configuration, URL is displayed. Use the URL (`https://<FQDN>:9443`) for administering the appliance and configuring Service Desk.
- 7 Continue with the next task, [Chapter 4, “Service Desk Configuration,” on page 13](#).

4 Service Desk Configuration

The following sections provide the configuration flow for these process:

- ♦ [Section 4.1, “Configuring the Service Desk Server,” on page 13](#)
- ♦ [Section 4.2, “Logs,” on page 13](#)

4.1 Configuring the Service Desk Server

This is applicable for a fresh installation of Service Desk. After deploying the Service Desk Appliance to a virtual machine, perform the following steps to configure Service Desk Appliance:

- 1 Launch the URL on a supported web browser.

The URL (<https://<FQDN>:9443> or <https://<ipaddress>:9443>) is displayed on the appliance console.

- 2 Choose the required language. If the web browser supports the selected language, then it displays in that language, else it displays in English.

For information, see [Section 2, Supported Languages](#) in [System Requirements](#).

- 3 Log in to Service Desk Appliance with the `root` or `sdadmin` credentials that were specified in [Step 2](#), in the [Section 3.2, “Configuring the Appliance Settings,” on page 11](#).

- 4 (Optional) Configure the certificate for Service Desk.

By default Service Desk is configured with an Internal Certificate. If you want to use your own certificate, then see [Section 5.5, Digital Certificates](#), in [Appliance Management](#).

- 5 (Optional) Configure the database for Service Desk.

By default Service Desk includes an embedded database. If you want to use an external database or to change the password of embedded database, see [Service Desk Configuration](#).

After Service Desk is configured, from the **Home** page you can use the Service Desk console to access the Service Desk Management capabilities.

By default the user credentials for the administrator is admin and for the supervisor is super.

4.2 Logs

Before configuring Service Desk, all logs are stored in the `/var/opt/novell/jetty/logs/jetty.stderrout.out` location.

While configuring and after configuring Service Desk, all logs are stored in the `/var/opt/novell/log/ServiceDesk/LiveTime/LiveTime.log` location.

5 Migrating Service Desk Appliance

This chapter contains information about migrating your existing implementation of Service Desk to Service Desk 8.1.

Service Desk supports no more than two versions behind the latest release (N-2). Since the latest version is Service Desk 8.1 (N) the 8.0 (N-1) and 7.5 (N-2) versions are also supported.

IMPORTANT: We recommend that you schedule online updates only for updating non-interactive security patches on ZENworks Service Desk Appliance 7.5 or later. Rest of the patches including upgrade to newer version of Service Desk can be done manually as it impacts the system and might cause down-time of server.

ZENworks Service Desk can be migrated from version 8.0 or 7.5. Based on your current Service Desk implementation and version, refer to the following sections to migrate to ZENworks Service Desk 8.1:

- ♦ [Section 5.1, “Migrating Service Desk 7.5 to Service Desk 8.1,” on page 15](#)
- ♦ [Section 5.2, “Migrating Service Desk 8.0 to Service Desk 8.1,” on page 19](#)

5.1 Migrating Service Desk 7.5 to Service Desk 8.1

This section contains information about migrating your existing implementation of Service Desk to Service Desk 8.1 Appliance.

IMPORTANT

- ♦ We recommend that you schedule online updates only for updating non-interactive security patches on ZENworks Service Desk Appliance 7.5 or later. Rest of the patches including upgrade to newer version of Service Desk can be done manually as it impacts the system and might cause down-time of server.
 - ♦ Service Desk supports no more than two versions behind the latest release (N-2). Since the latest version is Service Desk 8.1 (N) the 8.0 (N-1) and 7.5 (N-2) versions are also supported.
 - ♦ From Service Desk 7.5, the directory structure has been changed as follows:
 - ♦ Resource directory: `/vastorage/LiveTime`
 - ♦ Application related logs: `/vastorage/LiveTime/Logs`
 - ♦ Service Desk installation location: `/opt/novell/servicedesk`
 - ♦ For logs, see [Section 7.3, “Logs,” on page 36](#)
-

ZENworks Service Desk 7.5 can be migrated to Service Desk 8.1 in any of the following methods:

- ♦ [Section 5.1.1, “Migrating to Service Desk 8.1 using the Second Disk,” on page 16](#)
- ♦ [Section 5.1.2, “Migrating to Service Desk 8.1 through the Online Product Upgrade Channel,” on page 17](#)

5.1.1 Migrating to Service Desk 8.1 using the Second Disk

If you are using ZENworks Service Desk 7.5 Appliance and want to migrate to Service Desk 8.1, then refer to the following sections:

- ♦ [“Pre-Migrate” on page 16](#)
- ♦ [“Migrate” on page 16](#)
- ♦ [“Post Migrate” on page 17](#)

Pre-Migrate

Prior to migrating to Service Desk 8.1, ensure that you perform the following:

- ♦ If you are using an external database, then take a backup of the database
- ♦ Copy the second disk (`/vastorage`) and other additional disks.
- ♦ If any configuration is changed in the Tomcat server such as the `web.xml` and `server.xml` files, then ensure that you note the changes.
- ♦ If any configuration is changed in `/etc/init.d/servicedesk.server` file, then ensure that you note the changes.
- ♦ **Important:** Download and install `servicedesk-prereq-8.1.0-0.noarch.rpm` in the ZENworks Service Desk 7.5 Appliance. This RPM will backup the system configuration files such as database connection and customized banners.

The RPM can be downloaded from ZENworks Service Desk 8.1 product download page in [Micro Focus Control Center](#).

- ♦ Power off ZENworks Service Desk 7.5 Appliance.

Migrate

Service Desk Appliance will be migrated by bringing the new appliance. The Service Desk configuration and data is transferred to the new appliance which then becomes your production environment.

1. Deploy the ZENworks Service Desk 8.1 Appliance as instructed in [Chapter 3, “Appliance Deployment,” on page 11](#) and do not attach the new hard disk.

Do NOT power on the appliance at this time.

2. Take note of the ZENworks Service Desk 7.5 Appliance RAM size and configure the ZENworks Service Desk 8.1 Appliance with the same RAM size.
3. Attach the migration hard disk (`/vastorage`) to the ZENworks Service Desk 8.1 Appliance. Before attaching the hard disk (`/vastorage`), ensure that you remove all VMware snapshots so that the `/vastorage` disk has the correct disk file and latest configuration settings.
4. Power on the ZENworks Service Desk 8.1 Appliance and wait till credential screen is displayed.
5. Specify the `root` and `sdadmin` passwords for the ZENworks Service Desk 8.1 Appliance.

The Appliance Configuration utility automatically populates the identity and network details for the ZENworks Service Desk 8.1 Appliance from the ZENworks Service Desk 7.5 data and continues booting the appliance. When the process completes, the URL is displayed on the Appliance console.

Post Migrate

After you migrate to Service Desk 8.1 Appliance, ensure that you perform the following:

- ♦ If you have made any changes in the Tomcat server such as the `web.xml` and `server.xml` files, then update the changes.
- ♦ If any memory configuration is modified in the `/etc/init.d/servicedesk.server` file update the same changes.
- ♦ Verify the NTP related configuration in the ZENworks Service Desk 8.1 Appliance. You must be logged into appliance console as root to configure the NTP settings.
To configure network settings, go to the Appliance Configuration and click Network.
- ♦ Connect to Service Desk Appliance 8.1 through a browser.

NOTE: In case of any UI related issues, press Ctrl+F5 to refresh the browser cache.

- ♦ Connect to the database:
 1. Go to the **Appliance Home page**, click **Service Desk**.
Service Desk opens in a new browser tab.
 2. Click **Edit**, and then **Advanced**.
 3. Click **Upgrade** to complete the process.
A confirmation message is displayed after upgrade is completed.
- ♦ **IMPORTANT:** Re-register Online Updates and Configure settings according to your company standards.
- ♦ If you have customized the CSS, then the backup of CSS is available in the `/vastorage/LiveTime/Style` location.
After completing the migration process, replicate the same changes in the following UI location:
Setup > Customize > Classic Portal > CSS

NOTE: After upgrade, full text search might not work immediately as re-indexing of Service Desk will be in progress. Depending on the database size, it might take few minutes to hours to complete the re-indexing.

5.1.2 Migrating to Service Desk 8.1 through the Online Product Upgrade Channel

IMPORTANT: We recommend that you schedule online updates only for updating non-interactive security patches on ZENworks Service Desk Appliance 7.5 or later. Rest of the patches including upgrade to newer version of Service Desk can be done manually as it impacts the system and might cause down-time of server.

Prerequisite: If Product Upgrade tile is not displayed in the ZENworks Service Desk Appliance home page, then install `servicedesk-release` from the **Online Update** tile and reboot the appliance.

NOTE: Ensure that you have Activation Key from Micro Focus Customer Center to complete the upgrade process. The existing ZENworks Service Desk activation key can also be used for Online registration.

IMPORTANT: AFTER COMPLETING THE REGISTRATION, IF ONLINE UPDATE IS SCHEDULED WITH 'All Needed Patches' AND 'Automatically Install All Interactive Patches' ENABLED, THEN ON THE NEXT SCHEDULED UPDATE, THE APPLIANCE WILL BE UPGRADED TO ZENWORKS SERVICE DESK v8.1 AUTOMATICALLY.

Pre Migrate

- ♦ Take a snapshot of ZENworks Service Desk 7.5 appliance.
- ♦ If you are using an external database, then take a backup of the database.
- ♦ If any configuration is changed in the `/etc/init.d/servicedesk.server` file, then ensure that you note the changes.
- ♦ Stop the Service Desk service.

Migration

- 1 On the ZENworks Service Desk Appliance home page, in the Appliance Configuration section, click **Product Upgrade**.
- 2 Click Start.
- 3 Read and accept the License agreement.
- 4 In the Register Online Update Service, specify the Activation Key.
On successful registration, the channel is automatically redirected to ZENworks Service Desk 8.1, where respective 8.1 updates including OS security patches are available.
- 5 In the **Update Now** dialog, select **All Needed Patches** in the **Apply** drop-down.

NOTE: It is recommended that you apply **All Security Patches** (if available), and then apply **All Needed Patches**.

- 5a Select the **Automatically agree with all license agreements** and **Automatically install all interactive patches** options.
 - 5b Click OK.
- 6 After completing the migration process, reboot the appliance.
When you upgrade the Service Desk from 7.5 to 8.0 using the Online Product Upgrade channel, then a message is displayed as 8-0.0.0 -> 8.0.0-0 after the product is upgraded successfully.

Post Migrate

- ♦ After rebooting the Appliance, perform the following:
 1. Log into the Service Desk Appliance console.

NOTE: In case of any UI related issues, press Ctrl+F5 to refresh the browser cache.

2. Go to the Appliance Home page, click **Classic ZENworks Service Desk**. Service Desk opens in a new browser tab.

3. Click **Edit**, and then **Advanced**.
4. Click **Upgrade** to complete the process.

A confirmation message is displayed after upgrade is completed.

- ♦ If any memory configuration is modified in the `/etc/init.d/servicedesk.server` file update the same changes.
- ♦ If you have customized the CSS, then the backup of CSS is available in the `/vastorage/LiveTime/Style` location.

After completing the migration process, replicate the same changes in the following UI location:
Setup > Customize > Classic Portal > CSS

NOTE: After upgrade, full text search might not work immediately as re-indexing of Service Desk will be in progress. Depending on the database size, it might take few minutes to hours to complete the re-indexing.

5.2 Migrating Service Desk 8.0 to Service Desk 8.1

This section contains information about migrating your existing implementation of Service Desk to Service Desk 8.1 Appliance.

IMPORTANT

- ♦ We recommend that you schedule online updates only for updating non-interactive security patches on ZENworks Service Desk Appliance 7.5 or later. Rest of the patches including upgrade to newer version of Service Desk can be done manually as it impacts the system and might cause down-time of server.
- ♦ Service Desk supports no more than two versions behind the latest release (N-2). Since the latest version is Service Desk 8.1 (N) the 8.0 (N-1) and 7.5 (N-2) versions are also supported.
- ♦ From Service Desk 7.5, the directory structure has been changed as follows:
 - ♦ Resource directory: `/vastorage/LiveTime`
 - ♦ Application related logs: `/vastorage/LiveTime/Logs`
 - ♦ Service Desk installation location: `/opt/novell/servicedesk`
 - ♦ For logs, see [Section 7.3, “Logs,” on page 36](#)

ZENworks Service Desk 8.0 can be migrated to Service Desk 8.1 in any of the following methods:

- ♦ [Section 5.2.1, “Migrating to Service Desk 8.1 using the Second Disk,” on page 19](#)
- ♦ [Section 5.2.2, “Migrating to Service Desk 8.1 through the Online Product Upgrade Channel,” on page 21](#)

5.2.1 Migrating to Service Desk 8.1 using the Second Disk

If you are using ZENworks Service Desk 8.0 Appliance and want to migrate to Service Desk 8.1, then refer to the following sections:

- ♦ [“Pre-Migrate” on page 20](#)
- ♦ [“Migrate” on page 20](#)
- ♦ [“Post Migrate” on page 20](#)

Pre-Migrate

Prior to migrating to Service Desk 8.1, ensure that you perform the following:

- ♦ If you are using an external database, then take a backup of the database
- ♦ Copy the second disk (/vastorage) and other additional disks.
- ♦ If any configuration is changed in the Tomcat server such as the `web.xml` and `server.xml` files, then ensure that you note the changes.
- ♦ If any configuration is changed in `/etc/init.d/servicedesk.server` file, then ensure that you note the changes.
- ♦ **Important:** Download and install `servicedesk-prereq-8.1.0-0.noarch.rpm` in the ZENworks Service Desk 8.0 Appliance. This RPM will backup the system configuration files such as database connection and customized banners.

The RPM can be downloaded from ZENworks Service Desk 8.1 product download page in [Micro Focus Control Center](#).
- ♦ Power off ZENworks Service Desk 8.0 Appliance.

Migrate

Service Desk Appliance will be migrated by bringing the new appliance. The Service Desk configuration and data is transferred to the new appliance, which then becomes your production environment.

1. Deploy the ZENworks Service Desk 8.1 Appliance as instructed in [Chapter 3, “Appliance Deployment,” on page 11](#) and do not attach the new hard disk.

Do NOT power on the appliance at this time.

2. Take note of the ZENworks Service Desk 8.0 Appliance RAM size and configure the ZENworks Service Desk 8.1 Appliance with the same RAM size.
3. Attach the migration hard disk (/vastorage) to the ZENworks Service Desk 8.1 Appliance. Before attaching the hard disk (/vastorage), ensure that you remove all VMware snapshots so that the /vastorage disk has the correct disk file and latest configuration settings.
4. Power on the ZENworks Service Desk 8.1 Appliance and wait till credential screen is displayed.
5. Specify the `root` and `sdadmin` passwords for the ZENworks Service Desk 8.1 Appliance.

The Appliance Configuration utility automatically populates the identity and network details for the ZENworks Service Desk 8.1 Appliance from the ZENworks Service Desk 8.0 data and continues booting the appliance. When the process completes, the URL is displayed on the Appliance console.

Post Migrate

After you migrate to Service Desk 8.1 Appliance, ensure that you perform the following:

- ♦ If you have made any changes in the Tomcat server such as the `web.xml` and `server.xml` files, then update the changes.
- ♦ If any memory configuration is modified in the `/etc/init.d/servicedesk.server` file update the same changes.
- ♦ Verify the NTP related configuration in the ZENworks Service Desk 8.1 Appliance. You must be logged into appliance console as `root` to configure the NTP settings.

To configure network settings, go to the Appliance Configuration and click Network.

- ♦ Connect to Service Desk Appliance 8.1 through a browser.

NOTE: In case of any UI related issues, press Ctrl+F5 to refresh the browser cache.

- ♦ Connect to the database:
 1. Go to the **Appliance Home page**, click **Service Desk**.
Service Desk opens in a new browser tab.
 2. Click **Edit**, and then **Advanced**.
 3. Click **Upgrade** to complete the process.
A confirmation message is displayed after upgrade is completed.

-
- ♦ **IMPORTANT:** Re-register Online Updates and Configure settings according to your company standards.
-

- ♦ If you have customized the CSS, then the backup of CSS is available in the `/vastorage/LiveTime/Style` location.

After completing the migration process, replicate the same changes in the following UI location:

Setup > Customize > Classic Portal > CSS

NOTE: After upgrade, full text search might not work immediately as re-indexing of Service Desk will be in progress. Depending on the database size, it might take few minutes to hours to complete the re-indexing.

5.2.2 Migrating to Service Desk 8.1 through the Online Product Upgrade Channel

IMPORTANT: We recommend that you schedule online updates only for updating non-interactive security patches on ZENworks Service Desk Appliance 7.5 or later. Rest of the patches including upgrade to newer version of Service Desk can be done manually as it impacts the system and might cause down-time of server.

Prerequisite: If Product Upgrade tile is not displayed in the ZENworks Service Desk Appliance home page, then install `servicedesk-release` from the **Online Update** tile and reboot the appliance.

NOTE: Ensure that you have Activation Key from Micro Focus Customer Center to complete the upgrade process. The existing ZENworks Service Desk activation key can also be used for Online registration.

IMPORTANT: AFTER COMPLETING THE REGISTRATION, IF ONLINE UPDATE IS SCHEDULED WITH 'All Needed Patches' AND 'Automatically Install All Interactive Patches' ENABLED, THEN ON THE NEXT SCHEDULED UPDATE, THE APPLIANCE WILL BE UPGRADED TO ZENWORKS SERVICE DESK v8.1 AUTOMATICALLY.

Pre Migrate

- ♦ Take a snapshot of ZENworks Service Desk 8.0 appliance.
- ♦ If you are using an external database, then take a backup of the database.

- ♦ If any configuration is changed in the `/etc/init.d/servicedesk.server` file, then ensure that you note the changes.
- ♦ Stop the Service Desk service.

Migration

- 1 On the ZENworks Service Desk Appliance home page, in the Appliance Configuration section, click **Product Upgrade**.
- 2 Click Start.
- 3 Read and accept the License agreement.
- 4 In the Register Online Update Service, specify the Activation Key.
On successful registration, the channel is automatically redirected to ZENworks Service Desk 8.1, where respective 8.1 updates including OS security patches are available.
- 5 In the **Update Now** dialog, select **All Needed Patches** in the **Apply** drop-down.

NOTE: It is recommended that you apply **All Security Patches** (if available), and then apply **All Needed Patches**.

- 5a Select the **Automatically agree with all license agreements** and **Automatically install all interactive patches** options.
 - 5b Click OK.
- 6 After completing the migration process, reboot the appliance.

Post Migrate

- ♦ After rebooting the Appliance, perform the following:
 1. Log into the Service Desk Appliance console.

NOTE: In case of any UI related issues, press Ctrl+F5 to refresh the browser cache.

2. Go to the Appliance Home page, click **Classic ZENworks Service Desk**. Service Desk opens in a new browser tab.
 3. Click **Edit**, and then **Advanced**.
 4. Click **Upgrade** to complete the process.
A confirmation message is displayed after upgrade is completed.
- ♦ If any memory configuration is modified in the `/etc/init.d/servicedesk.server` file update the same changes.
 - ♦ If you have customized the CSS, then the backup of CSS is available in the `/vastorage/LiveTime/Style` location.
After completing the migration process, replicate the same changes in the following UI location:
Setup > Customize > Classic Portal > CSS

NOTE: After upgrade, full text search might not work immediately as re-indexing of Service Desk will be in progress. Depending on the database size, it might take few minutes to hours to complete the re-indexing.

6 Appliance Management

In Service Desk Appliance, a web based interface is provided to manage the appliance. The user interface helps you to configure and perform operations on a Service Desk Server. Based on the logged-in user the tiles are displayed.

To manage Service Desk, see [Chapter 7, “Service Desk System Management,” on page 33](#).

Service Desk Appliance enables you to reconfigure settings of the appliance, such as administrative passwords, network settings, and certificate settings.

Service Desk Appliance supports `root` and `zsduser`. You must use the `root` user if you want to perform any operations on the appliance and Service Desk.

To manage Appliance:

- 1 On a supported web browser, launch the URL to access the Management Console.
The URL (`https://<FQDN>:9443` or `https://<ipaddress>:9443`) that is displayed on the appliance console.
- 2 Specify the login credentials, then click **Log in**.
The following options are displayed in the Appliance Configuration:
 - ♦ [Section 6.1, “Ganglia Configuration,” on page 23](#)
 - ♦ [Section 6.2, “Ganglia Monitoring,” on page 25](#)
 - ♦ [Section 6.3, “Network,” on page 25](#)
 - ♦ [Section 6.4, “Time,” on page 25](#)
 - ♦ [Section 6.5, “Digital Certificates,” on page 25](#)
 - ♦ [Section 6.6, “Storage,” on page 28](#)
 - ♦ [Section 6.7, “System Services,” on page 29](#)
 - ♦ [Section 6.8, “Firewall,” on page 29](#)
 - ♦ [Section 6.9, “Administrative Passwords,” on page 29](#)
 - ♦ [Section 6.10, “Online Update,” on page 30](#)
 - ♦ [Section 6.11, “Shutting Down and Restarting Service Desk Appliance,” on page 31](#)

6.1 Ganglia Configuration

Ganglia is a scalable, distributed monitoring system that enables you to gather information about the Service Desk Appliance system. The default metrics that you can monitor are CPU, disk, load, memory, network, and process.

NOTE: By default, Ganglia Configuration and Ganglia monitor services will be stopped. If required, you can manually start the Ganglia Configuration and Ganglia monitor services. For more information on enabling Ganglia Monitoring, see [“Enabling Gangila Monitoring”](#).

- 1 On the Service Desk Appliance home page, in the Appliance Configuration section, click **Ganglia Configuration**.
- 2 You can change the following configuration options:
 - ♦ **Enable Full Monitoring Services:** Select this option to receive and store metrics from other appliances, and to allow the Ganglia Web Interface to run on the same device as the Service Desk Appliance.

You can disable Ganglia monitoring by clearing this option. You can perform this only if you have a monitoring system that you want to use for Service Desk Appliance, or if you want to configure a dedicated appliance for viewing monitoring information. (You can do this by selecting **Unicast** below; then specify the DNS name or IP address of the appliance where monitoring information is stored.)
 - ♦ **Enable monitoring on this appliance:** Select this option to enable Ganglia monitoring on this appliance.
 - ♦ **Multicast:** Select this option to send monitoring information to other appliances on the network.
 - ♦ **Unicast:** Select this option to send monitoring information to a single destination.
 - ♦ **Publish to:** Specify the server where Ganglia sends monitoring information while it is running in Unicast mode.
 - ♦ **Monitoring Tool Options:** Select this option to enable the monitoring tool to access this server through http port 9080 using a similar to `http://:9080/gweb/`.
- 3 (Optional) Click **Reset Database** to remove all existing Ganglia metrics from this appliance.

This option is not applicable to the Service Desk database.
- 4 Click **OK**.

For more information about how to use Ganglia monitoring with Service Desk Appliance, see [Section 6.2, “Ganglia Monitoring,” on page 25](#).

6.1.1 Enabling Ganglia Monitoring

Enable Ganglia monitoring by starting the following services:

- ♦ `novell-gmond.service`
- ♦ `novell-gmetad.service`
- ♦ `apache2.service`

To start the service momentarily, run the `systemctl start <service_name>` command.

NOTE: Whenever you restart the appliance, you should run the command to start the monitoring service.

To enable the services permanently run the `systemctl enable <service_name>` command.

6.2 Ganglia Monitoring

Ganglia is a scalable, distributed monitoring system that enables you to gather information about the Service Desk Appliance system. The default metrics that you can monitor are CPU, disk, load, memory, network, and process. For more information, see [Ganglia](#).

6.3 Network

- 1 On the Service Desk Appliance home page, in the Appliance Configuration section, click **Network**.
- 2 Below **DNS Configuration**, you can modify the name servers, search domains, and gateway settings for the Service Desk Appliance network.
- 3 Below **NIC Configuration**, click the **ID** to modify the IP address, hostname, and network mask of any Network Interface Controller (NIC) associated with the appliance. (If multiple NICs are configured for Service Desk Appliance, you can configure the additional NICs.)
- 4 Click **OK**, then restart the appliance to reflect the changes.
- 5 (Optional) In the **Appliance Administration UI (port 9443) Access Restrictions**, specify the IP address of any networks for which you want to allow access to the Service Desk Appliance. Leave this blank to allow any network to access the Service Desk Appliance.
- 6 Click **OK**.

6.4 Time

- 1 On the Service Desk Appliance home page, in the Appliance Configuration section, click **Time**.
- 2 Change the required time configuration options:
 - ♦ **NTP Server:** Specify the NTP server that you want to use for time synchronization. Multiple servers can be specified by providing spaces.
 - ♦ **Region:** Select the region where Service Desk Appliance is located.
 - ♦ **Time Zone:** Select the time zone on which Service Desk Appliance is located.
 - ♦ **Hardware Clock Set to UTC**
- 3 Click **OK**.

6.5 Digital Certificates

The Service Desk Appliance ships with a self-signed digital certificate. Instead of using this self-signed certificate, you must use a trusted server certificate that is signed by a trusted Certificate Authority (CA) such as VeriSign or Equifax. Also, update your certificate when you update the Service Desk Appliance software.

Perform the following sections to change the digital certificate for your Service Desk Appliance. You can use the digital certificate tool to create your own certificate and then have it signed by a CA, or you can use an existing certificate and key pair.

- ♦ [Section 6.5.1, “Using the Digital Certificate Tool,” on page 26](#)
- ♦ [Section 6.5.2, “Using an Existing Certificate and Key Pair,” on page 27](#)
- ♦ [Section 6.5.3, “Activating the Certificate,” on page 27](#)

- ♦ [Section 6.5.4, “Managing Certificates,” on page 27](#)
- ♦ [Section 6.5.5, “Service Desk Ciphers,” on page 28](#)

6.5.1 Using the Digital Certificate Tool

You can perform the following using this page:

- ♦ [“Creating a Self-Signed Certificate” on page 26](#)
- ♦ [“Officially Signing Your Certificate” on page 26](#)

Creating a Self-Signed Certificate

- 1 On the Service Desk Appliance home page, under Appliance Management, click **Digital Certificates**.
- 2 In the **Key Store** drop-down list, ensure that **Web Application Certificates** is selected.
- 3 Click **File > New Certificate (Key Pair)**.
- 4 In the Key Certificate (Key Pair) page, specify the following information:
 - ♦ **Alias:** A name that you want to use to identify and manage certificate.
 - ♦ **Validity (days):** How long you want the certificate to be valid.
 - ♦ **Key Algorithm:** Select **RSA** or **DSA**.
 - ♦ **Key Size:** The required key size.
 - ♦ **Signature Algorithm:** The required signature algorithm.
 - ♦ **Common Name (CN):** This must match with the server name in the URL in order for browsers to accept the certificate for SSL communication.
 - ♦ **Organizational Unit (OU):** (Optional) Organizational unit name, such as a department or division.
 - ♦ **Organization (O):** (Optional) Organization name.
 - ♦ **City or Locality (L):** (Optional) City name.
 - ♦ **State or Province (ST):** (Optional) State or province name.
 - ♦ **Two-letter Country Code (C):** (Optional) Two-letter country code. For example, US
- 5 Click **OK** to create the certificate.

After certificate is created and self-signed, ensure that the certificate is officially signed. For information, see [“Officially Signing Your Certificate” on page 26](#).

Officially Signing Your Certificate

- 1 On the Digital Certificates page, select the certificate that is created, then click **File > Certificate Requests > Generate CSR**.
- 2 Share your digital certificate with a certificate authority (CA), such as VeriSign.
The CA accepts your Certificate Signing Request (CSR) and generates an official certificate based on the CSR information. The CA then shares the new certificate and certificate chain.
- 3 After receiving the official certificate and certificate chain:
 - 3a Go to the Appliance Configuration page and click **Digital Certificates**.
 - 3b Click **File > Import > Trusted Certificate**. Browse for the trusted certificate chain that you received from the CA, then click **OK**.

- 3c Select the self-signed certificate, then click **File > Certification Request > Import CA Reply**.
 - 3d Browse for and upload the official certificate to be used to update the certificate information.
 - 3e On the Digital Certificates page, the name in the **Issuer** column for your certificate changes to the name of the CA that stamped your certificate.
- 4 Activate the certificate, for information, see [“Activating the Certificate” on page 27](#).

6.5.2 Using an Existing Certificate and Key Pair

When you are using an existing certificate and key pair, use a .P12 key pair format.

- 1 On the Digital Certificates page, in the **Key Store** drop-down, select **Web Application Certificate**.
- 2 Click **File > Import > Trusted Certificate**. Browse for and select your existing certificate, then click **OK**.
- 3 Click **File > Import > Trusted Certificate**. Browse for and select your existing certificate chain for the certificate that you selected in [Step 2](#), then click **OK**.
- 4 Click **File > Import > Key Pair**, then browse for and select .P12 key pair file, specify password if required, then click **OK**.
- 5 Activate the certificate, for information see [“Activating the Certificate” on page 27](#).

6.5.3 Activating the Certificate

- 1 On the Digital Certificates page, in the **Key Store** drop-down, select **Web Application Certificates**.
- 2 Select the certificate that you want to activate, click **Set as Active**, then click **Yes**.
- 3 Verify that the certificate and the certificate chain were created correctly by selecting the certificate, then clicking **View Info**.

6.5.4 Managing Certificates

All certificates that are included with the Oracle Java package that is bundled with the version of SLES that Service Desk Appliance ships with, are installed when you install Service Desk Appliance.

You can use the Digital Certificates tool on the Service Desk Appliance to remove certificates that are not used by your organization.

Also, you can use the Digital Certificates tool on the Service Desk Appliance to maintain the certificate store by removing certificates that are expired and then installing new certificates as required, according to your organization's security policies.

To access the Digital tool:

- 1 On the Service Desk Appliance home page, under Appliance Management, click **Digital Certificates**.

In the **Key Store** drop-down, under **Web Application Certificates**, all certificates are displayed. Based on requirement, you can delete the unused certificates.

IMPORTANT: The active certificate must not be deleted.

6.5.5 Service Desk Ciphers

Following are the ZENworks Service Desk ciphers that available in the `server.xml` file:

```
TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256, TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256,
TLS_RSA_WITH_AES_128_GCM_SHA256,
TLS_ECDH_ECDSA_WITH_AES_128_GCM_SHA256,
TLS_ECDH_RSA_WITH_AES_128_GCM_SHA256,
TLS_DHE_RSA_WITH_AES_128_GCM_SHA256,
TLS_DHE_DSS_WITH_AES_128_GCM_SHA256,
SSL_RSA_WITH_RC4_128_MD5,
SSL_RSA_WITH_RC4_128_SHA,
TLS_DHE_RSA_WITH_AES_256_CBC_SHA,
TLS_DHE_RSA_WITH_AES_256_CBC_SHA256,
TLS_DHE_DSS_WITH_AES_128_CBC_SHA,
TLS_DHE_DSS_WITH_AES_128_CBC_SHA256,
TLS_DHE_DSS_WITH_AES_256_CBC_SHA,
TLS_DHE_DSS_WITH_AES_256_CBC_SHA256,
TLS_ECDHE_ECDSA_WITH_AES_128_CBC_SHA,
TLS_ECDHE_ECDSA_WITH_AES_128_CBC_SHA256,
TLS_ECDHE_ECDSA_WITH_AES_256_CBC_SHA,
TLS_ECDHE_ECDSA_WITH_AES_256_CBC_SHA384,
TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA,
TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA256,
TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA,
TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384,
TLS_ECDH_ECDSA_WITH_AES_128_CBC_SHA,
TLS_ECDH_ECDSA_WITH_AES_128_CBC_SHA256,
TLS_ECDH_ECDSA_WITH_AES_256_CBC_SHA,
TLS_ECDH_ECDSA_WITH_AES_256_CBC_SHA384,
TLS_ECDH_RSA_WITH_AES_128_CBC_SHA,
TLS_ECDH_RSA_WITH_AES_128_CBC_SHA256,
TLS_ECDH_RSA_WITH_AES_256_CBC_SHA,
TLS_ECDH_RSA_WITH_AES_256_CBC_SHA384,
TLS_RSA_WITH_AES_128_CBC_SHA,
TLS_RSA_WITH_AES_128_CBC_SHA256,
TLS_RSA_WITH_AES_256_CBC_SHA,
TLS_RSA_WITH_AES_256_CBC_SHA256
```

6.6 Storage

If you have created hard disk partitions (`/vastorage` and `/var`), Service Desk Appliance provides tools that allow you to expand the storage space for the `/vastorage` and `/var` partitions.

- 1 On the Service Desk Appliance home page, in the Appliance Configuration section, click **Storage**.
- 2 Use the tools provided by your virtualization platform vendor to expand the virtual disks that contain the partitions your are expanding.
- 3 In the **Appliance Disks Containing Unallocated Free Space**, select the partitions to be expanded.
- 4 Click **Expand partitions**.
Appliance services are stopped, the selected partitions are expanded to the size of their respective disks, and appliance services are restarted.
- 5 Restart the appliance so that the operating system detect the disks that are expanded.

6.7 System Services

List of services that is running on the Service Desk Appliance. The following system services are available:

- ♦ SSH
- ♦ Memcached

In the System Services page, you can perform the following actions:

- ♦ [Section 6.7.1, “Starting, Stopping, or Restarting System Services,” on page 29](#)
- ♦ [Section 6.7.2, “Setting System Services to Automatic or Manual,” on page 29](#)

6.7.1 Starting, Stopping, or Restarting System Services

- 1 In the System Services page, select the service that you want to start, stop, or restart.
- 2 Click **Action**, then click **Start**, **Stop**, or **Restart**.

6.7.2 Setting System Services to Automatic or Manual

- 1 On the System Services page, select the service that you want to make automatic or manual.
- 2 Click **Options**, then click **Set as Automatic**, or **Set as Manual**.

If you choose **Set as Automatic**, the SSH services will start automatically when you start the appliance.

If you choose **Set as Manual**, you need to start or stop the SSH services manually after you start the appliance.

6.8 Firewall

During the configuration a few ports on appliance are open. You can view the current firewall configuration from the Service Desk Appliance.

- 1 On the Service Desk Appliance home page, in the Appliance Configuration section, click **Firewall**.

Port numbers are displayed with the current status.

If you have a firewall, you must allow the listed port numbers to ensure that you have a seamless experience with Service Desk Appliance. As a best practice, do not change any port numbers from the default ports.

6.9 Administrative Passwords

- 1 On the Service Desk Appliance home page, in the Appliance Configuration section, click **Administrative Passwords**.
- 2 Specify the new passwords for the `root` and `sdadmin` administrators.

If you are changing the root password, you must first specify the current root password.

- 3 (Optional) Select or clear **Allow root access to SSH**. When this option is selected, the root user is able to SSH to the appliance. If this option is not selected, only the zsd user can SSH to the appliance.
- 4 Click **OK**.

6.10 Online Update

Online Update enables you to update the Appliance.

- 1 On the Service Desk Appliance home page, in the Appliance Configuration section, click **Online Update**.

You can perform the following actions:

- ♦ **Register:** Enables you to register with Micro Focus Customer Center (MFCC) server or a Local Subscription Management Tool (SMT) server from where you can download software updates and install automatically to update the product.

To register online update service:

1. Click the Register tab.
2. Choose the type of service **Local SMT** (Subscription Management Tool) or **Novell Customer Center** (NCC).

Based on the service type, specify the following:

Local SMT

- ♦ **Hostname:** The hostname of the server from where you want to download.
- ♦ **SSL Cert URL (optional):** The SSL certificate to communicate with the server.
- ♦ **Namespace path (optional):** The name space of the file or directory.

Novell Customer

- ♦ **Email:** The email address to receive the updates on Service Desk suite.
- ♦ **Activation key:** The activation key for the server base license.
- ♦ **Allow data send:** choose how you want to receive the data **Hardware Profile** or **Optional information**.

3. Click **Register**.
- ♦ **Update Now:** After registration, click **Update Now** to trigger downloaded updates.
 - ♦ **Schedule:** After registration, you can configure type of updates to download and whether to automatically agree with the licenses.

To schedule online update:

1. Click the **Schedule** tab.
2. Select a schedule for download updates (Manual, Daily, Weekly, Monthly).

IMPORTANT: We recommend that you schedule online updates only for updating non-interactive security patches on ZENworks Service Desk Appliance 7.5 or later. Rest of the patches including upgrade to newer version of Service Desk can be done manually as it impacts the system and might cause down-time of server.

- ♦ **View Info:** Displays the list of installed and downloaded software updates.
- ♦ **Refresh:** Refreshes the status of updates on the Appliance.

6.11 Shutting Down and Restarting Service Desk Appliance

- 1 On the Service Desk Appliance home page, in the Appliance Configuration section, click **Reboot** or **Shutdown**.

This restarts or shuts down Service Desk Appliance.

7 Service Desk System Management

The user interface helps you to configure and perform operations on a Service Desk Server. Based on the logged-in user the tiles are displayed.

On Service Desk, the `root` or `sdadmin` user has all privileges. The `sdadmin` user is used as a Service Desk administrator to perform day-to-day activities in Service Desk.

The following operations can be performed by `root` and `sdadmin`:

- Explore all the files and folders of the appliance system
- View logs
- View and edit the Service Desk configuration settings
- Restart both appliance and Service Desk
- Launch a terminal and execute commands

To manage Service Desk Appliance:

- 1 Launch the URL on a supported web browser to access the Management Console.

For example: `https://<FQDN>:9443` or `https://<ipaddress>:9443`

- 2 Specify the login credentials, then click **Log in**.

If you log in as a `root` or `sdadmin` user, the following options are displayed in the Service Desk section:

NOTE: In case of any UI related issues, press Ctrl+F5 to refresh the browser cache.

- [Section 7.1, “Service Desk Configuration,” on page 33](#)
- [Section 7.2, “Terminal and File Explorer,” on page 34](#)
- [Section 7.3, “Logs,” on page 36](#)
- [Section 7.4, “Configuring Service Desk,” on page 37](#)

7.1 Service Desk Configuration

The Service Desk Configuration page is enabled only after Service Desk is successfully configured.

- 1 On the Service Desk Appliance home page, in the **Service Desk Appliance** section, click **Service Desk Configuration**.

The Service Desk Configuration page has the Summary of database configuration.

The Summary enables you to view the Service Desk Server details. This includes information about the Certificate, Service Desk Database, and Appliance details, such as type of hypervisor used, operating system, RAM and file system and HDD details.

The Appliance comes with built-in 40 GB of `rootfs` file system that is mounted on root directory. The Additional hard disk that is added will be attached to the `/dev/sdb1` and mounted on `/vastorage`. All Service Desk related configurations, log files, certificates, and binaries are stored on the additional hard disk.

- 2 Click **Database Configuration** to change the password of embedded database or to connect to an external database.

To change the **Embedded Database** password:

2a Choose the **Embedded Database**.

2b Select **Change Password for embedded database**, specify the new password and confirm, and then click **OK**.

or

To use an **External Database**:

2c Choose **External Database** and click **OK**.

2d Go to the **Appliance Home** page, click **Service Desk**, and configure the external database.

7.2 Terminal and File Explorer

This tile launches an integrated view for File System Explorer and Terminal.

- [Section 7.2.1, “Terminal,” on page 34](#)
- [Section 7.2.2, “File Explorer,” on page 35](#)

7.2.1 Terminal

SSH service needs to be running for terminal to work. SSH service is started by default. If the SSH service is not running, perform the following steps:

- 1 On the Service Desk Appliance home page, in the **Appliance Configuration**, click the **System Services** icon.
- 2 Select the **SSH service** on the System Services page.
- 3 Click **Action**, then click **Start**.
Set the SSH service to **Automatic**, if you want to restart the SSH service automatically after you reboot the device.
- 4 On the Service Desk Appliance home page, in the **Service Desk** section, click **Terminal & File Explorer**.

A new browser window launches two frames that display a **File Explorer** (for performing file operations) and a **Terminal**. Whenever you close the Terminal browser or tab, then a confirmation message is displayed.

If you log in as `sdadmin` or `root` user, you can open a terminal session.


You can perform file operations by using an embedded File Explorer that enables you to transfer content between the local and the remote file systems. You can also open new terminals rooted at any folder in the remote file system.

You can launch more than one terminal by clicking **New Terminal**. By default, a maximum of five terminals can be launched.

To configure with any other value than the default value of the terminal:

- 1 Go to `/etc/opt/novell/base`
- 2 Open the `terminal_config.properties` file.
- 3 Change the `maxTerminalsPerBrowser` value with the required value, then save the file.

To select a theme (foreground and background color) for the terminals:

- 1 Click the **Settings**  icon, then select the required terminal theme.

To create a theme:

- 1 Go to `/etc/opt/novell/base`
- 2 Open the `terminal-themes.xml` file.
- 3 Add your own theme, then save the file. For example:

```
<theme>
  <name>example</name>
  <background-color>#000000</background-color>
  <foreground-color>yellow</foreground-color>
</theme>
```

7.2.2 File Explorer






- 1 On the Service Desk Appliance home page, in the **Service Desk** section, click **Terminal & File Explorer**.







A new browser window launches two frames that display a **File Explorer** (for performing file operations) and a **Terminal** (SSH).

This enables you to perform operations on files and folders.

- The file operations are based on user privileges (POSIX file permissions).
- If you log in as `sdadmin`, all file operations are executed as `sdadmin` user.
- If you log in as `root`, all file operations are executed as `root` user.
- In the tabular view, a context menu is available with these options: **Open Terminal**, **Refresh**, **Upload**, **Delete**, and **Rename**.
- The Tree View for appliance file system displays the appliance file system as a tree. Only folders are displayed in the tree view. The following options are available **Open Terminal**, **Refresh**, **Cut**, **Copy**, **Paste**, **Delete**, **Rename**, **New Folder**, **Download**, and **Upload**.
- File explorer enables you to explore the Appliance's (SLES -Unix) file system, breadcrumb navigation, upload, download, refresh, rename, create, delete, or, CCP operations (cut, copy, and paste).

Below the file path, a toolbar is displayed and you can perform the following:

Icon	Name	Description
	Terminal Settings	To change the terminal theme display settings.
	Select Path	To select file path that is displayed on the breadcrumb.
	Settings	To configure show or hide files.
	Breadcrumb	Displays the path for selected file or folder.
	Parent Directory	Display the contents of the parent folder in the tabular view.

Icon	Name	Description
	Download	To download files and folders under a specified folder.
	Upload	Supports multiple file upload; folder upload is not supported.
	New folder	Creates a folder in the current folder.
	New file	Creates a new file in the current folder.
	Refresh	Updates the tabular view with the latest contents from the appliance.
	Delete	Enables you to delete multiple files and folders under a specified folder.

7.3 Logs

All log files that are monitored on Service Desk Appliance are organized in a virtual tree structure and path of the particular file or folder is displayed. Log files can be viewed in the Tail mode or View From Start mode.

In the **Tail** mode, a log file is displayed from the end of log file.

In the **View From Start** mode, a log file is displayed from the start of the log file. Whenever log files span across multiple version of files, then starting from the first version of that file the content is displayed.

- 1 On the Service Desk Appliance home page, in the **Service Desk** section, click **Logs**.

This enables you to view logs of the Service Desk Server. Logs are categorized based on Appliance logs, operating system logs, and Service Desk logs. With-in Service Desk, logs are categorized based on different components.

Logs has the following options:

- ♦ **View**, **View From Start**, and **Refresh**
- ♦ **Download** enables you to download a log file or a folder.
- ♦ **Resume** and **Pause** enable you to tail log files to see the latest information. You can configure the refresh interval of a tail by specifying the **Refresh** time in **Seconds**. Refresh specifies the interval of time between two requests. By default **Refresh** is set to one second.
Specify **Lines to load** to control the number of lines to be retrieved for the tail interval. By default **Lines to load** is set to 100.
Control the speed in which log file is displayed. Log files are loaded by making multiple HTTP requests in periodic intervals of time. Each request loads a configurable number of lines.
- ♦ **Clear** enables you to clear the current displayed logs. However, logs will not be cleared in Service Desk Appliance. To see the cleared logs, start the log file.
- ♦ **Search** enables you to filter logs based on the search criteria. You can use tail and grep to monitor log files from the terminal. The log viewer provides a GUI for tailing and filtering the content in log files. You can search based on log level such as INFO, ERROR, and DEBUG and also with regular expressions (AND and OR).

7.4 Configuring Service Desk

To configure Service Desk:

- 1 On the **Service Desk Appliance** home page, in the **Service Desk Appliance** section, click **Service Desk**.
- 2 On the **Service Desk** login page, specify the login credentials that you specified during configuration.

By default super/super and admin/admin will be your login credentials.

