

# Server Installation Guide

## ZENworks Patch Management 6.4 SP2

[www.novell.com](http://www.novell.com)





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# Notices

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## Version Information

ZENworks Patch Management Server Installation Guide - ZENworks Patch Management Version 6.4SP2 -  
Released: September 2009  
Document Number: 02\_016N\_6.4SP2\_092651118

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# Preface

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## About This Document

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This User Guide is a resource written for all users of Novell ZENworks Patch Management 6.4 SP2. This document defines the concepts and procedures for installing, configuring, implementing, and using Novell ZENworks Patch Management 6.4 SP2.

**Tip:** Novell documentation is updated on a regular basis. To acquire the latest version of this or any other published document, please refer to the *Novell Documentation Web page* (<http://www.novell.com/documentation/>).

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## Typographical Conventions

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The following conventions are used throughout this documentation to help you identify various information types.

Convention	Usage
<b>bold</b>	Buttons, menu items, window and screen objects.
<b><i>bold italics</i></b>	Wizard names, window names, and page names.
<i>italics</i>	New terms, options, and variables.
UPPERCASE	SQL Commands and keyboard keys.
<i>monospace</i>	File names, path names, programs, executables, command syntax, and property names.

## Contacting Novell

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The following table lists the available technical support options.

<b>Call Novell Support</b> Phone: +1 800.858.4000	<b>Web Support</b> <a href="http://www.novell.com/support">http://www.novell.com/support</a>
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# Chapter 1

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## Planning Your Installation

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### In this chapter:

- *System Requirements*
- *Recommended Configuration*
- *Server Installation Checklist*

To assist in gathering the information required for a smooth installation, it is recommended that you use the *Server Installation Checklist* on page 11.

## System Requirements

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### Minimum Hardware Requirements

The hardware requirements for ZENworks Patch Management 6.4 SP2 vary depending upon the number of devices you manage. As the device count increases, so do the requirements. The following, minimum hardware requirements, will support up to 250 devices:

- A single 1.4 GHz Pentium or equivalent processor
- 1024 MB RAM
- 36 GB of available disk space
- A single 100 Mbps network connection (with access to the Internet)

For optimal performance please refer to the settings defined under *Recommended Configuration* on page 10.

## Supported Operating Systems

ZENworks Patch Management 6.4 SP2 is supported on the following Operating Systems:

- Microsoft Windows Server™ 2003, Web Edition with SP1 or later
- Windows Server 2003, Standard Edition with SP1 or later
- Windows Server 2003, Enterprise Edition with SP1 or later
- Windows Server 2003 R2, Standard Edition (SP2 optional but recommended)
- Windows Server 2003 R2, Enterprise Edition (SP2 optional but recommended)

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**Note:** ZENworks Patch Management must be installed on an Operating System that uses any English locale (en-US, en-UK, en-CA, etc.) in its default configuration and is not a domain controller.

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**Note:** Prior to installing ZENworks Patch Management 6.4 SP2, you must also install the **Update for Windows Server 2003 (KB925336)** available from [Microsoft Knowledge Base Article #925336](#).

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## Other Software Requirements

ZENworks Patch Management 6.4 SP2 requires the following software:

- Microsoft® Internet Information Services (IIS) 6.0
- Microsoft ASP.NET
- Microsoft® .NET Framework version 1.1 SP1 and 2.0 (both versions are required)
- Microsoft Internet Explorer 6.x or higher
- Microsoft SQL Server (any version) must not be installed unless installed by a previous version of ZENworks Patch Management

## Supported Database Servers

ZENworks Patch Management 6.4 SP2 is supported on the following database servers:

- Microsoft SQL Server 2005 Express Edition with SP2 or later.
- Microsoft SQL Server 2005 Standard Edition with SP2 or later.
- Microsoft SQL Server 2005 Enterprise Edition with SP2 or later.

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**Note:** ZENworks Patch Management installs SQL Server 2005 Express Edition with SP2 during installation. Therefore, you must not have any database server installed prior to the installation of ZENworks Patch Management.

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## Recommended Configuration

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Novell recommends the following hardware and software configurations for ZENworks Patch Management 6.4 SP2:

Table 1: ZENworks Patch Management 6.4 SP2 Recommended Configuration

Number of Nodes	< 1,000	< 2,500	< 5,000	< 10,000	> 10,000
Operating System	Windows Server 2003, Web Edition with SP2	Windows Server 2003, Web Edition with SP2	Windows Server 2003, Web Edition with SP2	Windows Server 2003, Standard Edition with SP2	Contact Novell Consulting.
Database Server	SQL 2005 Express	SQL 2005 Express	SQL 2005 Express	SQL 2005 Standard	
Processor	1 - 2.4 GHz	1 - Pentium 4	1 - Dual Core, Non-Xeon	2 - Dual Core Xeon	
RAM	1 GB	2 GB	2 GB	4 GB	
Storage	1 - 36 GB Hard Drive	1 - 72 GB Hard Drive	2 - 144 GB Hard Drives	4 - 144 GB Hard Drives	

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**Note:** Refer to the *Novell Knowledge Base* (<http://www.novell.com/support/>) for additional configuration recommendations.

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## Server Installation Checklist

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Prior to installing ZENworks Patch Management, you must gather and confirm the following information:

- Your target computer meets or exceeds the requirements defined in *System Requirements* on page 9.
- Your server has a clean operating system installation.
- Your server is *not* a Domain Controller.
- You have installed the **Update for Windows Server 2003 (KB925336)** available from *Microsoft Knowledge Base Article #925336*.
- Internet Information Server (IIS) is installed and running (if necessary refer to <http://support.microsoft.com/kb/324742> for details about IIS information.)
- All required service packs have been installed, as defined in *Supported Operating Systems* on page 10.

- If your server is a member of a domain, only the default security policies are in effect.
- Your server DNS host name is: \_\_\_\_\_
- The local SMTP mail host name is: \_\_\_\_\_
- Your ZENworks Patch Management serial number is: \_\_\_\_\_ - \_\_\_\_\_
- Your target system is connected to the internet.
- If you are using SSL, a valid SSL web certificate has been obtained.

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**Note:** If you are using SSL, you need to obtain a valid web certificate, from a trust provider such as Verisign Inc. ([www.verisign.com](http://www.verisign.com)) or Entrust ([www.entrust.com](http://www.entrust.com)), prior to installing ZENworks Patch Management.

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- If a proxy server will be used, you know the proxy server's name, IP address, port, user name, and password.
  - Name: \_\_\_\_\_
  - IP address: \_\_\_\_ - \_\_\_\_ - \_\_\_\_ - \_\_\_\_
  - Port: \_\_\_\_\_
  - User name: \_\_\_\_\_
  - Password: \_\_\_\_\_

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# Chapter 2

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## Installing Your Patch Management Server

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**In this chapter:**

- *Installing Patch Management Server*
- *Starting Your Patch Management Server*
- *Configuring Your Patch Management Server to use SSL*

Complete the following steps to install and configure ZENworks Patch Management Server.

## Installing Patch Management Server

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1. From the location you specified for your download, select the ZENworks Patch Management 6.4 SP2 Server installer.

**Step Result:** The ZENworks Patch Management 6.4 SP2 Server Installation wizard opens.

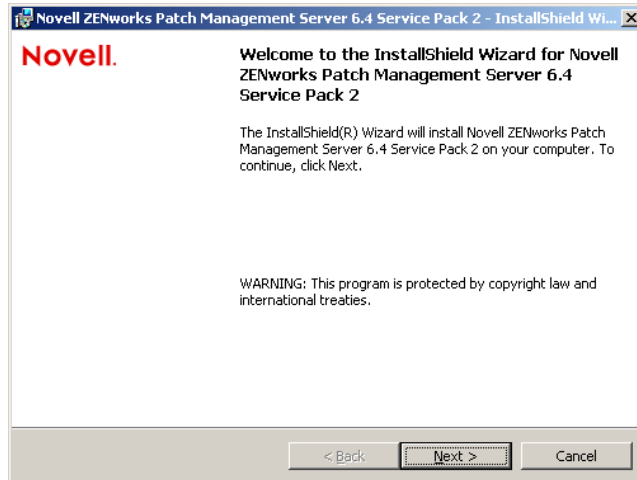


Figure 1: ZENworks Patch Management 6.4 SP2 Installation Wizard

2. Click **Next**.

**Step Result:** The installation wizard checks to ensure that your server meets the minimum requirements and the **System Requirements** page opens.

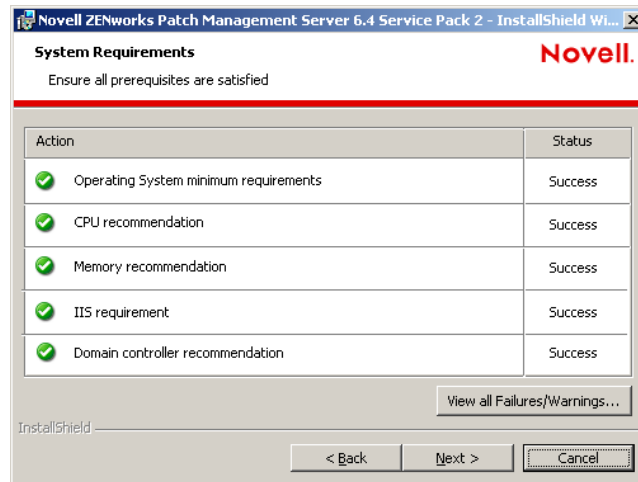


Figure 2: Installation Wizard - System Requirements Page

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**Note:** If you received any warnings or failures, click **View all Failures / Warnings...** to view details about each.

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3. Click **Next**.

**Step Result:** The **Ready to Install** page opens.

4. Click Install.

**Step Result:** The 6.4 SP2 installation wizard detects that ZENworks Patch Management 6.4 is not already installed and the ZENworks Patch Management 6.4 Server **Installation Wizard** opens.

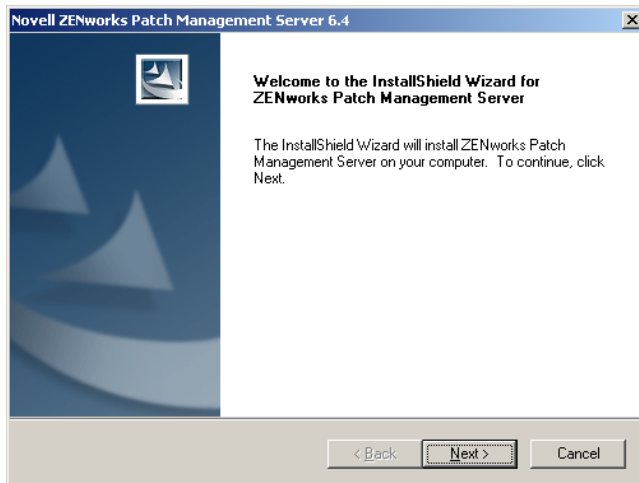


Figure 3: Installation Wizard

5. Click Next.

**Step Result:** The **License Agreement** page opens.

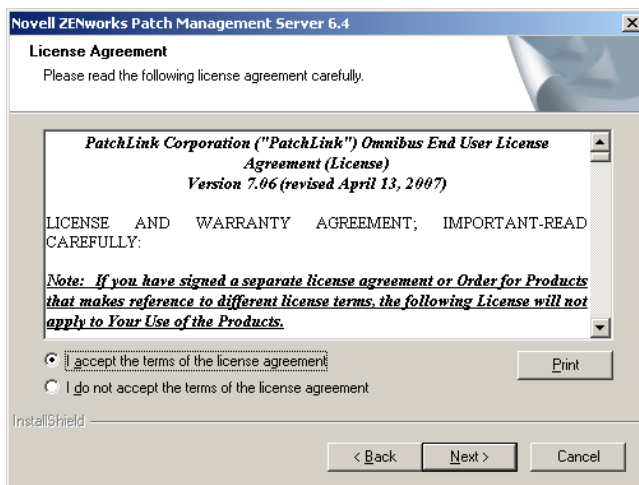


Figure 4: Installation Wizard - License Agreement Page



6. Review the license agreement, and if you accept the terms select the **I accept the terms of the license agreement** option.
7. Click **Next**.

**Step Result:** The **System Requirements** page opens and checks to ensure that your system meets the minimum system requirements.

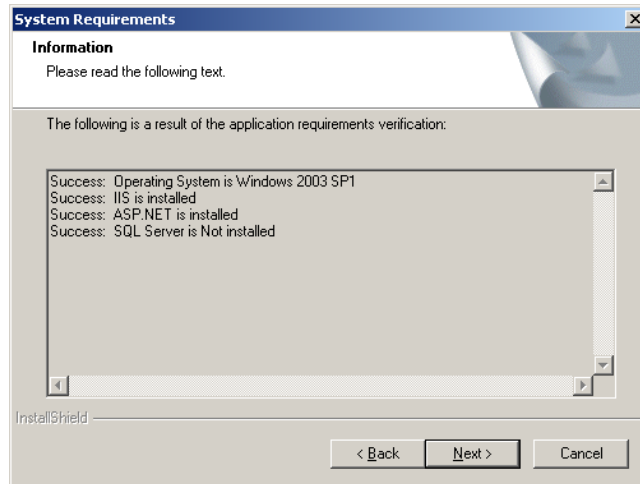


Figure 5: Installation Wizard - System Requirements Page

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**Note:** If you have any questions or require additional assistance please contact the Novell Technical Support team using the contact information found at <http://www.novell.com/company/contacts-offices/>.

---

8. Click **Next**.

**Step Result:** The *Choose Destination Location* page opens.

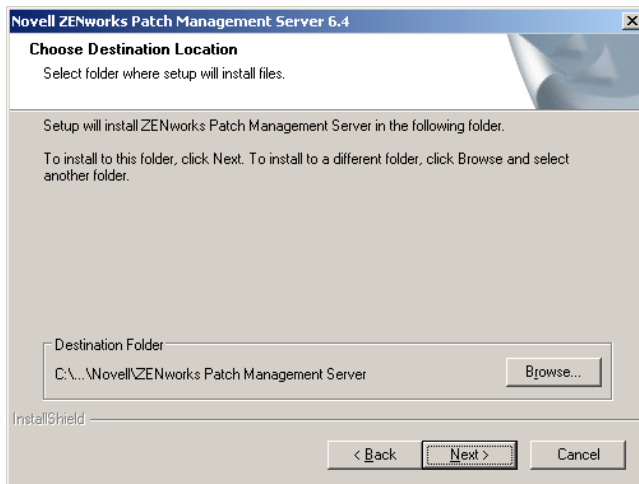


Figure 6: Installation Wizard - Choose Destination Location Page

9. To change the location of the server:

a) Click **Browse...**

**Step Result:** The *Choose Folder* window opens.

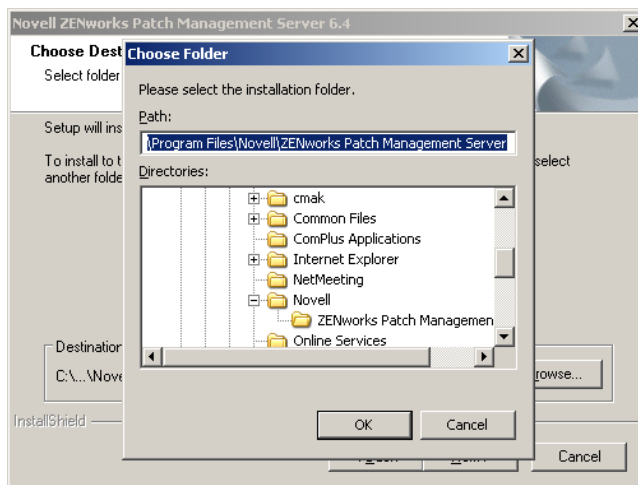


Figure 7: Installation Wizard - Choose Folder Window

- b) Select your desired installation location.

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**Note:** Although you can change where to install Patch Management Server components, your system drive must be the C: drive, and Microsoft SQL Server (and your Patch Management Server databases) will be installed to the system (C:) drive.

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- c) Click **OK**.

**Step Result:** The **Choose Folder** window closes and the **Choose Destination Location** page reflects the new location.

#### 10. Click Next.

**Step Result:** The **Customer Information** page opens.

Figure 8: Installation Wizard - Customer Information Page

#### 11. Complete the registration information.

---

**Note:** Your serial number is two groups of eight alphanumeric characters. If you cannot locate your serial number, you will need to contact the Novell Sales organization using the contact information available at <http://www.novell.com/company/contacts-offices/>.

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12. Click **Next**.

**Step Result:** The **E-mail Configuration** page opens.

Figure 9: Installation Wizard - E-mail Configuration Page

## 13. Complete the e-mail configuration information.

Field	Description
<b>E-Mail Address</b>	Type the primary recipients e-mail address in the <b>E-Mail Address</b> field. The e-mail notification from Patch Management Server sends e-mail notifications to this e-mail address as pre-configured server conditions occur.
<b>SMTP Host</b>	Type the name of your SMTP Server in the <b>SMTP Host</b> field. The Patch Management Server uses your corporate Internet (SMTP) mail server to send e-mail notifications.

14. Click **Next**.

**Step Result:** The **Administrative User** page opens.

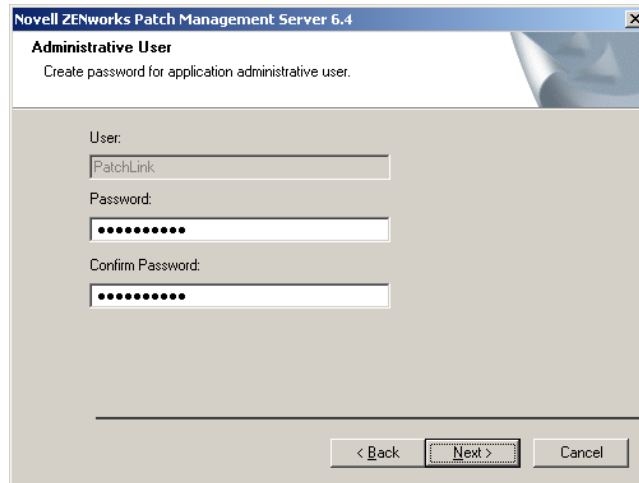


Figure 10: Installation Wizard - Administrative User Page

15. Create and type a password in the **Password** field. Retyping the password in the **Confirm Password** field.

**Step Result:** The installation creates a default administrator user *PatchLink*. This user should not be deleted or modified within Windows. If needed, more users with administrator rights can be created in the User section of Patch Management Server.



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**Caution:** If you have password policy restrictions, failure to meet those restrictions here will cause the creation of the PatchLink user to fail. Be sure to make a note of the password as it is required to log in following installation.

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**16. Click Next.**

**Step Result:** The *Proxy Configuration* page opens.

Figure 11: Installation Wizard - Proxy Configuration Page

**17. Configure the Proxy Server information as needed.**

- a) Select the **Proxy Server Required** option.
- b) In the **Server Address** (including the *http://* prefix) and **Port Number** fields, enter the appropriate proxy server address and port number.
- c) Select **Authenticated** if your proxy server is an authenticated proxy.
- d) In the **User Name**, **Password**, and **Confirm Password** fields, enter the appropriate user name and password values.




---

**Caution:** If an incorrect proxy, port, user name, or password is entered, your Patch Management Server will be unable to connect to the Global Subscription Server.

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**18. Click Next.**

**Step Result:** The *SSL Security* page opens. The *SSL Security* page allows you to define whether to use a secure connection (SSL) between your Patch Management Server and Patch Management Agents.

---

**Note:** If you intend to use SSL, it is recommended that you select to do so here, and enter your certificate prior to rebooting your computer. Otherwise,

you must manually configure the Patch Management Server and each Patch Management Agent to use SSL.

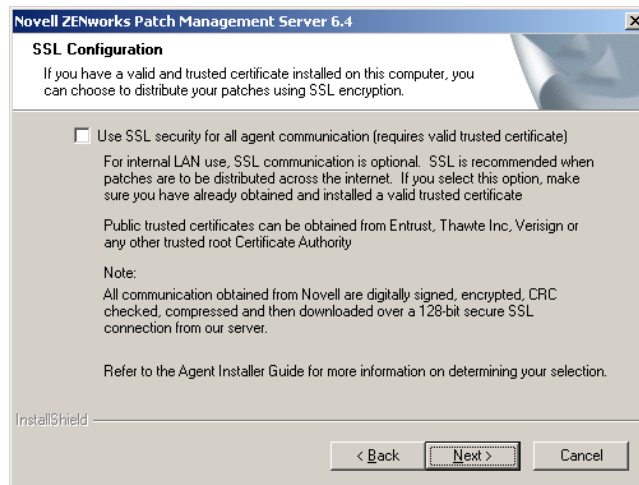


Figure 12: Installation Wizard - SSL Configuration Page



**Caution:** Not using SSL encryption will result in the Patch Management Agent login and password information to be unencrypted.

#### 19. Click **Next**.

**Step Result:** The *Installation Summary* page opens. The *Installation Summary* page allows you to verify all of the selected settings prior to installation. If any of the

settings are incorrect, you must select the **Back** button at this time and correct them.

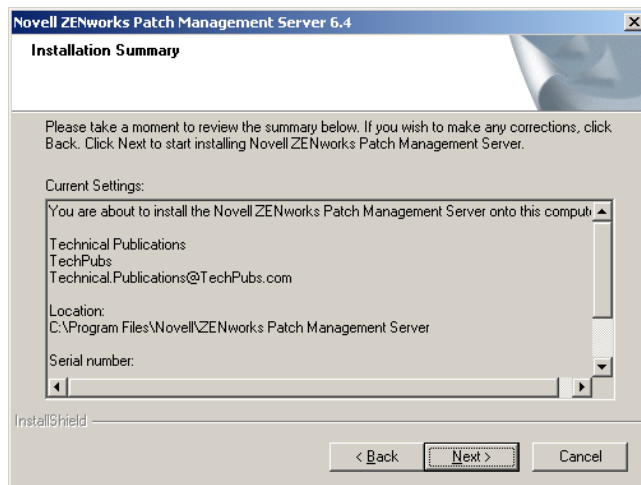


Figure 13: Installation Wizard - Installation Summary Page

20. Click **Next** to perform the installation.

**Step Result:** The system installs ZENworks Patch Management Server as well as the files and dependencies required for the Patch Management Server to communicate with the Global Subscription Server.

---

**Note:** Following the installation of ZENworks Patch Management 6.4 the wizard will then continue with the installation of ZENworks Patch Management 6.4 SP2.

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21. Click **Finish** to complete the installation and exit the *Installation Wizard*.

## Starting Your Patch Management Server

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Having successfully installed your Patch Management Server, you can now log in and begin configuring ZENworks Patch Management to meet your organizational needs.

### Logging on to ZENworks Patch Management

ZENworks Patch Management is an internet application that conforms to standard web conventions. You can access the application from an internet browser. From the main screen, you navigate through the system with menu bars, scroll bars, icons, checkboxes, and hyperlinks.

1. Launch your web browser.



2. Type the Server URL in your web browser's **Location** field.
3. Press **Enter**.

**Step Result:** The system displays the **Connect to Update Server** dialog box.

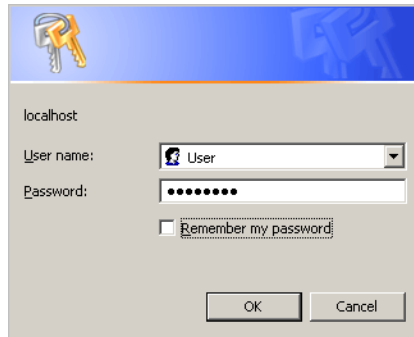


Figure 14: Log on dialog box

4. Type your user name in the **Username** field.
5. Type your password in the **Password** field.
6. Click **OK**.

**Step Result:** The **Home** page opens.

## Configuring Your Patch Management Server to use SSL

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If you selected the Use SSL security for all agent communication option during installation, you now must add the SSL Web Certificate to IIS, prior to rebooting.

1. Open the **Internet Information Services** manager.
2. Expand the tree view and select the **PLUS** Web site.

3. Right-click the *PLUS* Web site and select **Properties**.

**Step Result:** The *Properties* dialog box opens.

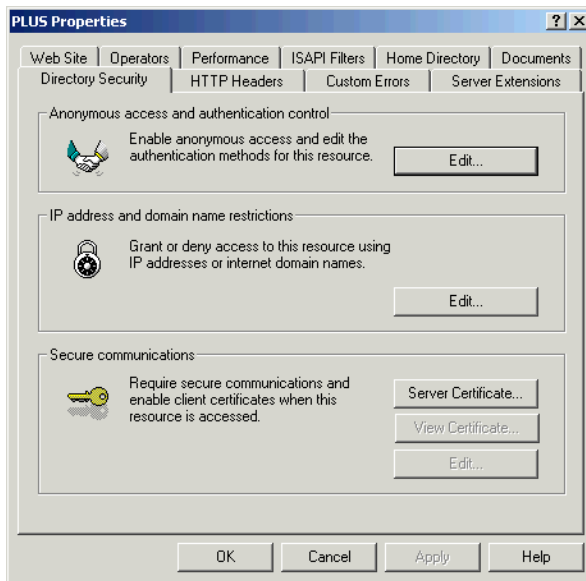


Figure 15: Directory Security Tab

4. Select the **Directory Security** tab.

5. Click **Server Certificate...**

**Step Result:** The *Web Server Certificate Wizard* opens.

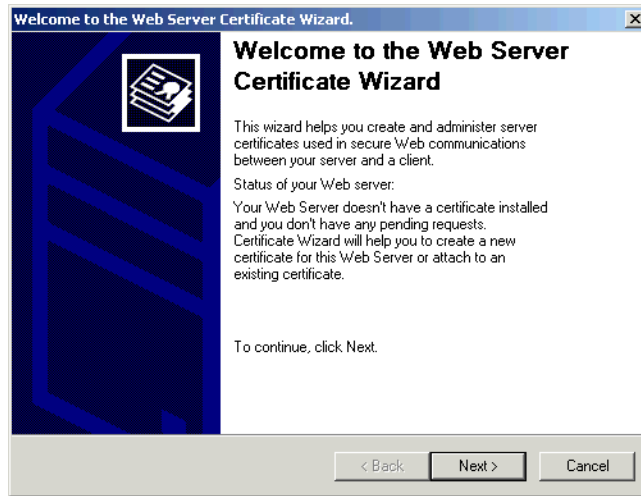


Figure 16: Web Server Certificate Wizard

6. Click **Next**.

**Step Result:** The *Server Certificate* page opens.

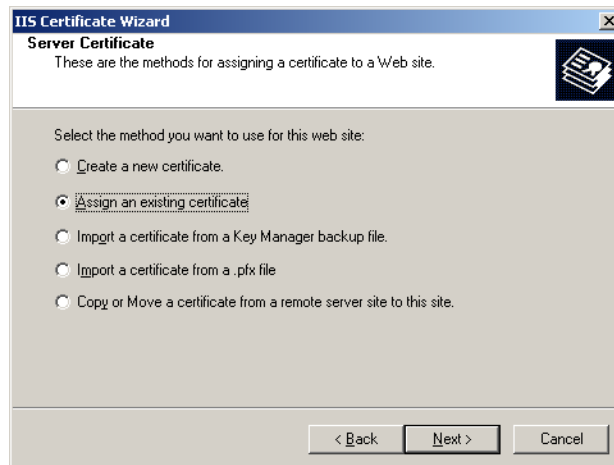


Figure 17: Web Server Certificate Wizard - Server Certificate Page

7. Select the **Assign an existing certificate** option.

---

**Note:** Be sure to select **Assign an existing certificate**, since requesting a new certificate can take several days.

---

8. Click **Next** and continue following the **Server Certificate Wizard** which will guide you through the remaining steps.
9. Reboot your computer when the wizard completes.
10. Log on to your computer immediately after it restarts.

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**Note:** You must log on to your computer to start the registration process. This action starts the web server, installs the Patch Management Agent, and initiates your patch subscription.

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# Appendix

# A

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## Server Installation Checklist

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**In this appendix:**

- *Server Installation Checklist*

This Server Installation Checklist will assist during the installation of the ZENworks Patch Management Server.

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## Server Installation Checklist

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Prior to installing ZENworks Patch Management, you must gather and confirm the following information:

- Your target computer meets or exceeds the requirements defined in *System Requirements* on page 9.
- Your server has a clean operating system installation.
- Your server is *not* a Domain Controller.
- You have installed the **Update for Windows Server 2003 (KB925336)** available from *Microsoft Knowledge Base Article #925336*.
- Internet Information Server (IIS) is installed and running (if necessary refer to <http://support.microsoft.com/kb/324742> for details about IIS information.)
- All required service packs have been installed, as defined in *Supported Operating Systems* on page 10.
- If your server is a member of a domain, only the default security policies are in effect.
- Your server DNS host name is: \_\_\_\_\_
- The local SMTP mail host name is: \_\_\_\_\_
- Your ZENworks Patch Management serial number is: \_\_\_\_\_ - \_\_\_\_\_

- Your target system is connected to the internet.
- If you are using SSL, a valid SSL web certificate has been obtained.

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**Note:** If you are using SSL, you need to obtain a valid web certificate, from a trust provider such as Verisign Inc. ([www.verisign.com](http://www.verisign.com)) or Entrust ([www.entrust.com](http://www.entrust.com)), prior to installing ZENworks Patch Management.

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- If a proxy server will be used, you know the proxy server's name, IP address, port, user name, and password.
  - Name: \_\_\_\_\_
  - IP address: \_\_\_\_ - \_\_\_\_ - \_\_\_\_ - \_\_\_\_
  - Port: \_\_\_\_\_
  - User name: \_\_\_\_\_
  - Password: \_\_\_\_\_