AUTHORIZED DOCUMENTATION

Installation Guide

Novell® Service Desk

6.5

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About This Guide

This *Novell Service Desk 6.5 Installation Guide* includes information to help you successfully install Novell Service Desk on a device.

The information in this guide is organized as follows:

- Chapter 1, “Overview,” on page 9
- Chapter 2, “System Requirements,” on page 11
- Chapter 3, “Installing and Uninstalling the Novell Service Desk,” on page 17
- Chapter 4, “Deploying Novell Service Desk Appliance,” on page 23
- Chapter 5, “Upgrading the Novell Service Desk,” on page 27

Audience

This guide is intended for 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

Novell Service Desk is supported by other documentation that you can use to learn about and implement the product. For additional documentation, see the Novell Service Desk documentation Web site (http://www.novell.com/documentation/servicedesk6).

Overview

1

Novell Service Desk is a complete service management solution that allows you to easily monitor and solve services issues so that there is minimal disruption to your organization, which allows users to focus on the core business. Novell Service Desk provides an online support system to meet the service requirements of all your customers, administrators, supervisors, and technicians.

Novell Service Desk gives you the ability to reduce your mean time to repair (MTTR) and continually improve your service management environment by streamlining and automating your service desk function. By applying industry-acknowledged best practices, Novell Service Desk's fully integrated service management tool allows you to solve, submit, track and manage requests through e-mail, PDA or a convenient customer portal.

The key capabilities include:

- User-friendly interface that offers an easy-to-use Knowledge Base and Request tracking system for your customers.
- Easy-to-use tools that enable technicians to offer the most effective and efficient support service.
- Comprehensive management and reporting for the service desk, its technicians, and all support issues.
- Ability to use Novell ZENworks Configuration Management bundle management features from the Novell Service Desk user interface.

The Novell Service Desk software solution is completely Web-based and is highly scalable. The application can be deployed on Windows or Linux and supports a variety of RDBMS.

Novell Service Desk has the following editions available:

- **Novell Service Desk for Incident Management:** Includes Incident, Configuration, and Service Level Management (Basic) functionality with an emphasis on internal or external customer support.
- **Novell Service Desk for ITIL Management:** A comprehensive service management solution that is fully compliant with Information Technology Infrastructure Library (ITIL) standards. Novell Service Desk for ITIL Management supports eleven core ITIL processes including Request, Incident, Problem, Change, Configuration, and Service Level Management. This enterprise-wide solution delivers complete customer service and support for any size of organization.

System Requirements

2

The following sections provide the system requirements for Novell Service Desk and for deploying Novell Service Desk Appliance to a virtual infrastructure:

- Section 2.1, “Novell Service Desk Requirements,” on page 11
- Section 2.2, “Novell Service Desk Appliance Requirements,” on page 14

2.1 Novell Service Desk Requirements

The following sections list the Novell Service Desk requirements:

- Section 2.1.1, “Server Requirements,” on page 11
- Section 2.1.2, “Database Requirements,” on page 12

2.1.1 Server Requirements

The server where you install Novell Service Desk must meet the following requirements:

Item	Requirements
Server Usage	Your server might be capable of handling tasks in addition to the tasks expected for Novell Service Desk. However, we recommend that any server where you install the Novell Service Desk software be used only for service desk purposes. For example, you would not want the server to do the following: ◆ Host Novell eDirectory / Active Directory ◆ Be a terminal server ◆ Be a Groupwise / Exchange server ◆ Be an SQL Server
Operating System	Windows: ◆ Windows Server 2003 SP2 64-bit (Enterprise and Standard editions) ◆ Windows Server 2008 R2 64-bit (Enterprise and Standard editions) Linux: ◆ SUSE Linux Enterprise Server (SLES) 11 SP1 64-bit (Intel and AMD Opteron processors)
Processor	Minimum: Pentium IV 2.8 GHz (x86 and x86_64), or equivalent AMD or Intel processor
RAM	2 GB minimum; 4 GB recommended
Disk Space	5 GB minimum for installing; 10 GB recommended for running. Depending on the amount of content you store as attachments, this number can vary greatly.

Item	Requirements
Display resolution	1024 × 768 with 256 colors minimum
Hostname Resolution	Server names must support DNS requirements, such as not having underscores in their names. Acceptable characters are the letters a-z (uppercase and lowercase), numbers, and the hyphen (-). The server must be able to resolve its own hostname to its IP address by using a method such as DNS or an entry in the hosts file.
IP Address	The server must have a static IP address or a permanently leased DHCP address. An IP address must be bound to all NICs on your target server. The installation hangs if it is trying to use a NIC that does not have an IP address bound to it.
JDK/JRE	Sun 64 bit JDK 1.6 or later.
Firewall Settings: TCP Ports	Port 80 is the non-secure port. Port 443 is the secure port.
Virtual Machine Environments	The Novell Service Desk software can be installed in the following virtual machine environments: ◆ VMware Workstations ◆ Microsoft Virtual Server ◆ XEN (Novell SLES 10, SLES 11 and Citrix XenServer) ◆ VMware ESX ◆ Microsoft Hyper-V Server The virtual machine environment must support 64-bit guest operation systems.

2.1.2 Database Requirements

Novell Service Desk requires an external database to function. The database must meet the following requirements:

Item	Requirements
Database Version	Sybase ASE 11, 12.x Microsoft SQL Server 2005/2008 (Enterprise and Standard editions are supported) Oracle 10g Standard Release 2 - 10.2.0.1.0 MySQL 4.1, 5.*x* PostgreSQL 8.*x*, 9.*x*

Item	Requirements
TCP Ports	The database server must allow communication on the database port. For MS SQL, make sure to configure static ports for the database server. The default ports are: ◆ 1433 for MS SQL ◆ 2638 for Sybase SQL ◆ 1521 for Oracle **IMPORTANT:** You can change the default port number if you have a conflict. However, you must make sure that the port is opened for the Novell Service Desk to talk to the database.
WAN	The Novell Service Desk server and the database must reside on the same network segment. If they are separated by a WAN, this configuration is not supported.
Default Character Set	UTF-8 character set.
Collation	Make sure that the database is case insensitive before setting it up.
Database User	When you create a user account to be used by Novell Service Desk to communicate to its database, ensure the following: ◆ For MS SQL, the user account requires the DBO privilege ◆ For Sybase, the user account requires the SA_ROLE privilege ◆ For Oracle, the user account requires ACCESS_ANY_WORKSPACE, CREATE_ANY_WORKSPACE, UNLIMITED TABLESPACE, CONNECT, and RESOURCE All databases must use password-based authentication. Integrated authentication with Active Directory or eDirectory is not supported.
Database Settings	Regardless of the SQL environment, the database sizing must have a minimum of 10 MB for data and 5 MB for the associated transaction log. It is advisable to let these grow as needed unless you want to spend time directly managing them. If you think you will log large numbers of cases with Novell Service Desk, start with larger sizes. Specific settings needed for Sybase are: ◆ abort tran on log full ◆ ddl in transaction ◆ select into /bulkcopy/pllsort ◆ trunc log on chkpt
Database Schema	When you use a browser to connect to Novell Service Desk for the first time after installation, you can choose the desired database type. You are also provided with a script to create the schema. For more information on the schema creation, see Section 3.3, “Creating the Schema,” on page 18.

2.2 Novell Service Desk Appliance Requirements

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

- Section 2.2.1, “Server Requirements,” on page 14
- Section 2.2.2, “Database Requirements,” on page 15

2.2.1 Server Requirements

The server where you install Novell Service Desk Appliance must meet the following requirements:

Table 2-1 *Server Requirements*

Item	Requirements
Hypervisor	VMware ESX / ESXi 4 or later
Virtual Machine Configuration	Novell Service Desk Appliance requires the following minimum configuration that have been preconfigured by default: ◆ **RAM:** 2 GB minimum ◆ **Disk Space:** 20 GB minimum ◆ **Display resolution:** 1024 × 768 with 256 colors minimum.
Hostname Resolution	The server must resolve device hostnames.
IP Address	Appliance initially starts with the IP address allocated from DHCP. You can change the IP address to static IP by using the Appliance Management menu during the configuration of Appliance. For more information on configuring appliance, see Section 4.2, “Configuring Novell Service Desk Appliance,” on page 24.
Database	Novell Service Desk Appliance is available with the embedded PostgreSQL database. However, you can change the database after the appliance is up and running. For information on the supported databases see, Section 2.2.2, “Database Requirements,” on page 15.

2.2.2 Database Requirements

If you choose to use an external database, the database must meet the following requirements:

Item	Requirements
Database Version	Sybase ASE 11, 12.x Microsoft SQL Server 2005/2008 (Enterprise and Standard editions are supported) Oracle 10g Standard Release 2 - 10.2.0.1.0 MySQL 4.1, 5.*x* PostgreSQL 8.*x*, 9.*x*
TCP Ports	The database server must allow communication on the database port. For MS SQL, make sure to configure static ports for the database server. The default ports are: ◆ 1433 for MS SQL ◆ 2638 for Sybase SQL ◆ 1521 for Oracle **IMPORTANT:** You can change the default port number if you have a conflict. However, you must make sure that the port is opened for the Novell Service Desk to talk to the database.
WAN	The Novell Service Desk server and the database must reside on the same network segment. If they are separated by a WAN, this configuration is not supported.
Default Character Set	UTF-8 character set.
Collation	Make sure that the database is case insensitive before setting it up.
Database User	When you create a user account to be used by Novell Service Desk to communicate to its database, ensure the following: ◆ For MS SQL, the user account requires the DBO privilege ◆ For Sybase, the user account requires the SA_ROLE privilege ◆ For Oracle, the user account requires ACCESS_ANY_WORKSPACE, CREATE_ANY_WORKSPACE, UNLIMITED TABLESPACE, CONNECT, and RESOURCE All databases must use password-based authentication. Integrated authentication with Active Directory or eDirectory is not supported.

Item	Requirements
Database Settings	Regardless of the SQL environment, the database sizing must have a minimum of 10 MB for data and 5 MB for the associated transaction log. It is advisable to let these grow as needed unless you want to spend time directly managing them. If you think you will log large numbers of cases with Novell Service Desk, start with larger sizes. Specific settings needed for Sybase are: ◆ abort tran on log full ◆ ddl in transaction ◆ select into /bulkcopy/pllsort ◆ trunc log on chkpt
Database Schema	When you use a browser to connect to Novell Service Desk for the first time after installation, you can choose the desired database type. You are also provided with a script to create the schema. For more information on the schema creation, see Section 3.3, “Creating the Schema,” on page 18.

Installing and Uninstalling the Novell Service Desk

3

The Novell Service Desk software solution is completely Web-based and is highly scalable. The application can be deployed on Windows or Linux and supports a variety of RDBMS. Ensure that the device on which you want to install Novell Service Desk has Java installed and is up and running.

Perform the following steps to download and install the Novell Service Desk software on the device:

- Section 3.1, “Downloading the Novell Service Desk Software,” on page 17
- Section 3.2, “Installing Novell Service Desk:,” on page 17
- Section 3.3, “Creating the Schema,” on page 18
- Section 3.4, “Uninstalling Novell Service Desk,” on page 21

3.1 Downloading the Novell Service Desk Software

1. On the Novell Downloads page (http://download.novell.com), search for Novell Service Desk.
2. On the Novell Service Desk download page, click the *Download* button next to `LiveTime_65_x.zip` to download the file to a temporary location on the device.
3. Extract the contents of `LiveTime_65_x.zip` on the device.

   This ZIP file contains the `installer.jar` file that you must use to install Service Desk.
4. Continue with installing Novell Service Desk. For more information on installing Novell Service Desk, see Section 3.2, “Installing Novell Service Desk:,” on page 17.

3.2 Installing Novell Service Desk:

Ensure that the device on which you want to install Novell Service Desk has Java installed and running.

Depending on the operating system installed on the device, you can use one of the following methods to install Novell Service Desk.

- Section 3.2.1, “Operating System Supports a GUI Installer,” on page 17
- Section 3.2.2, “Operating System Does Not Support Direct Execution of the JAR files,” on page 18
- Section 3.2.3, “Operating System Does Not Support a GUI Installer,” on page 18

3.2.1 Operating System Supports a GUI Installer

1. Double-click the downloaded `installer.jar` file.
2. Follow the on-screen prompts.

3.2.2 Operating System Does Not Support Direct Execution of the JAR files

1. Execute the following command to run the installer from the command line:

   ```
   java -jar Installer.jar
   ```

2. Follow the on-screen prompts.

3.2.3 Operating System Does Not Support a GUI Installer

1. Execute the following command to run the installer in console mode:

   ```
   java -jar Installer.jar -console
   ```

2. Follow the on-screen prompts.

3.3 Creating the Schema

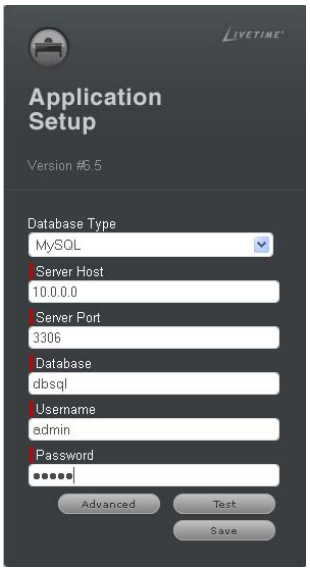
When you use a browser to connect to Novell Service Desk for the first time after it is installed, you are prompted to choose the desired database type and are also provided with a script to create the database schema.

1. Use a Web browser to open the following page on the device:

   `http://<DNS_name_or_IP_address_of_device>:<port>`

   Replace *DNS_name_or_IP_address_of_device* with the DNS name or the IP address of the server on which the Novell Service Desk has been installed and replace *port* with the port number used during the installation.

2. On the Application Setup page, fill in the following fields:



   Database Type: Select a supported database platform from the list. For a list of the supported database platforms, see Section 2.1.2, “Database Requirements,” on page 12.

Server Host: Specify the DNS name or the IP address of the database server. We recommend that you specify the DNS name to avoid any reconfiguration when the database server connection details change.

Server Port: Depending on the selected database type, the default port is automatically displayed. However, if you changed the default port during the installation of the database server, specify the changed port.

Database Name: Specify the name of a blank database on the database server for exclusive use by Novell Service Desk.

Username: Specify the user to be created for use by Novell Service Desk.

Password: Specify the password for the Novell Service Desk user.

3 Click *Test* to test if the Novell Service Desk can access the database server and the blank database. If a successful message is displayed, continue with Step 4. If not, ensure that the details are correctly specified on the Application Setup page in Step 2.

4 Click *Advanced*, then click *Create*.

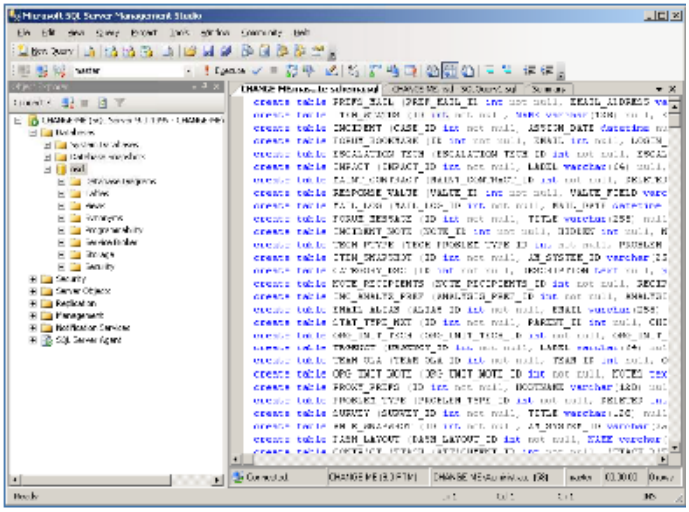
The Application Setup page displays a database script that must be executed to populate the database with tables.

5 Select the text on the Application Setup page by pressing CTRL+A. Copy the selected content, paste it into a file, and save the file.

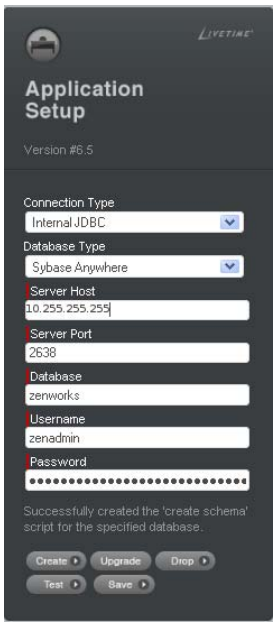
6 Click *Done*.

7 Load the saved file into the database query tool of the database server that you are using.

The following figure displays the MS SQL Server Query Tool



8 After the successful execution of the script, the browser displays the following Application Setup page:



9 Click *Save* to store the connection details and initialize the connection with Novell Service Desk.

10 The Novell Service Desk login page is displayed.

11 Use one of the following credentials to log into Novell Service Desk:

- **Administrator Credentials:** Username: admin; Password: admin
- **Supervisor Credentials:** Username: super; Password: super

For details on using and configuring Novell Service Desk in your environment, see *Administrator Guide* (http://docs.livetime.com/LiveTime61/Administrator/index_1.htm) and *User Guide* (http://docs.livetime.com/LiveTime61/ServiceManager/index_1.htm).

3.4 Uninstalling Novell Service Desk

To uninstall Novell Service Desk from a device:

1 Locate the *uninstaller.jar* file on the device.

For the default installation of Novell Service Desk, the file is available in the `/usr/local/ServiceDesk/Uninstaller` directory on the device.

2 Open a command prompt and change to the directory that contains the *uninstaller.jar* file.

3 Execute the following command to run the uninstaller.

```
shell> java -jar uninstaller.jar
```

Deploying Novell Service Desk Appliance

4

Novell Service Desk 6.5 is available as a virtual appliance that can be deployed to a supported virtual infrastructure. Novell Service Desk Virtual Appliance 6.5 (Novell Service Desk Appliance) is built on the customized 64-bit Linux Just Enough Operating System (JeOS).

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

- Section 4.1, “Predeployment Tasks,” on page 23
- Section 4.2, “Configuring Novell Service Desk Appliance,” on page 24

4.1 Predeployment Tasks

Before you begin to deploy Novell Service Desk Appliance, perform the following tasks:

1. Make sure that the virtual machine to which you want to deploy Novell Service Desk Appliance fulfills the basic requirements listed in *Section 1, Novell Service Desk Appliance Requirements*.
2. Create a new virtual machine with the preinstalled Novell Service Desk Appliance by importing the Novell Service Desk Appliance image.

   You can download the Novell Service Desk Appliance image from the Novell Service Desk Download Site (http://download.novell.com/index.jsp).

   To import the Novell Service Desk Appliance image to a virtual infrastructure:

   2a. Start the VMware VSphere Client application.

   2b. Click *File* > *Deploy OVF Template* to launch the Deploy OVF Template Wizard.

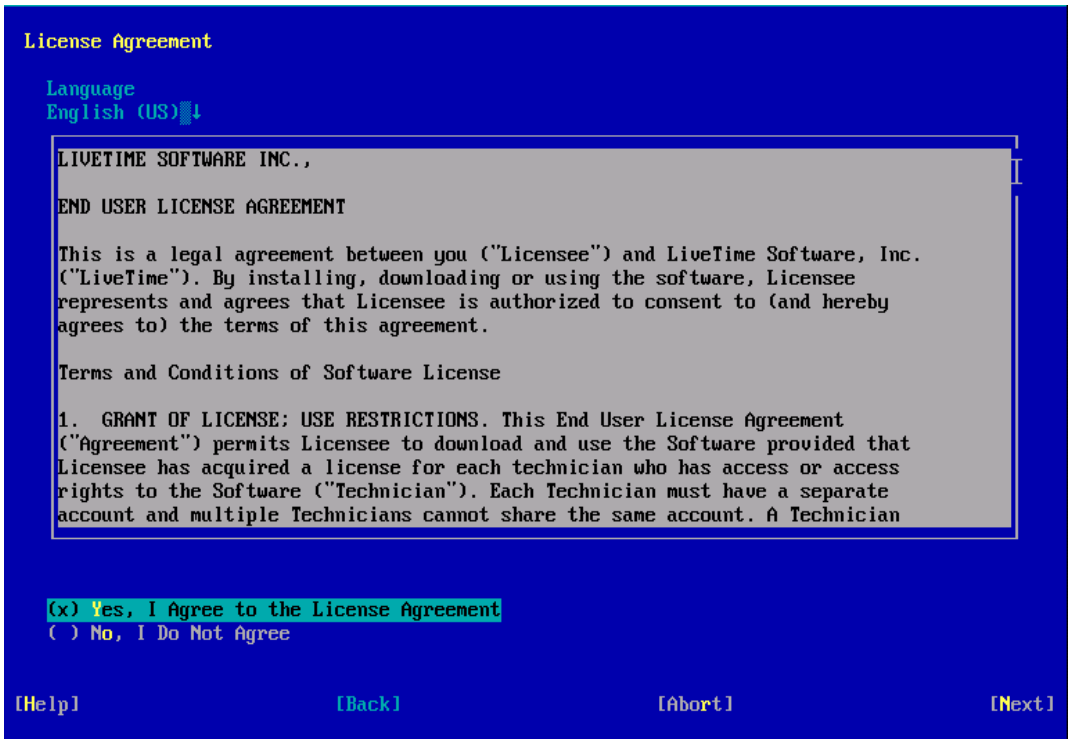
   2c. On the Source page, select one of the following options, then click *Next*.

   - *Select from file* to browse for and select the `.ovf` file that contains the Novell Service Desk Appliance image.
   - *Deploy from URL* to download the `.ovf` file from the Web server.

   2d. Follow the prompts to complete the deployment of the `.ovf` file.

   2e. After the deployment is complete, click *Done*.
3. (Optional) Take a snapshot of the virtual machine that you created in Step 2.
4. Power on the virtual machine on which you imported the Novell Service Desk Appliance image.

   The Configuration Wizard is launched automatically.



5 Continue with Section 4.2, “Configuring Novell Service Desk Appliance,” on page 24.

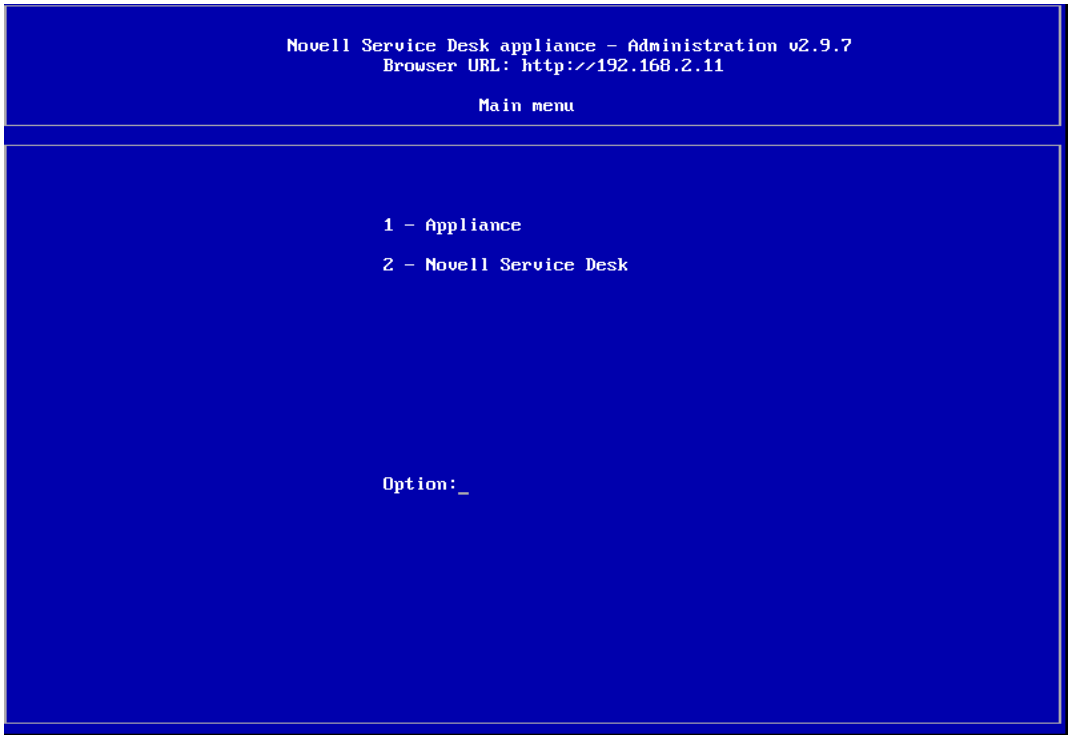
4.2 Configuring Novell Service Desk Appliance

After importing the Novell Service Desk Appliance image to your virtual machine, perform the following steps to configure Novell Service Desk Appliance:

1 On the License Agreement page, accept the *End User License Agreement*, then click *Next*.

2 On the Keyboard Configuration page, configure the keyboard layout, then click *Next*.

3 On the Clock and Timezone page, configure the time zone and clock settings to be used in your system, then click *Next*. The configuration might take some time and the Appliance Main Menu screen is displayed.



Upgrading the Novell Service Desk

5

The following sections contains information about upgrading the Novell Service:

- Section 5.1, “Upgrading from Novell Service Desk 6.2 to 6.5,” on page 27

5.1 Upgrading from Novell Service Desk 6.2 to 6.5

To upgrade from Novell Service Desk 6.2 to Novell Service Desk 6.5, the device must meet the requirements described in Chapter 2, “System Requirements,” on page 11.

NOTE: If you choose to upgrade from Novell Service Desk 6.1 to 6.5, you must first upgrade to Novell Service Desk 6.2 and subsequently upgrade from Novell Service Desk 6.2 to Novell Service Desk 6.5.

Perform the following steps on the device:

1. Take a reliable backup of your existing database.
2. Uninstall the previous version of Novell Service Desk that is installed on the device. For information on uninstalling Novell Service Desk, see Section 3.4, “Uninstalling Novell Service Desk,” on page 21.
3. Download the new Novell Service Desk installer. For more information on downloading the Service Desk installer, see Section 3.1, “Downloading the Novell Service Desk Software,” on page 17.
4. Run the new installer to install Novell Service Desk in the same path you had previously installed. For information on installing Novell Service Desk, see Section 3.2, “Installing Novell Service Desk:,” on page 17.
5. Use a Web browser to open the following page on the device:

   `http://<DNS_name_or_IP_address_of_device>:<port>`

   Replace *DNS_name_or_IP_address_of_device* with the DNS name or the IP address of the server on which the Novell Service Desk has been installed and replace *port* with the port number used during the installation.
6. On the Application Setup page, specify the database details.
7. Click *Test* to ensure the database connection is correct.
8. Click *Advanced*.
9. Click *Upgrade* twice.
10. When the migration is complete, click *Save*.

    The Novell Service Desk login page is displayed.