ZENworks®
Patch Management

Server Installation Guide

ZENworks Patch Management Server v6.3

Novell®

02_016N_6.3m.1

Novell, Inc.
1800 South Novell Place
Provo, UT 84606
Phone: 800.858.4000
www.novell.com

Copyright © 1997-2006 PatchLink® Corporation. ALL RIGHTS RESERVED. U.S. Patent No. 6,990,660, Other Patents Pending. This manual, as well as the software described in it, is furnished under license. No part of this manual may be reproduced, stored in a retrieval system, or transmitted in any form—electronic, mechanical, recording, or otherwise—except as permitted by such license.

LIMIT OF LIABILITY/DISCLAIMER OF WARRANTY: PATCHLINK® CORPORATION MAKES NO REPRESENTATIONS OR WARRANTIES IN REGARDS TO THE ACCURACY OR COMPLETENESS OF THE INFORMATION PROVIDED IN THIS MANUAL. PATCHLINK® CORPORATION RESERVES THE RIGHT TO MAKE CHANGES TO THE INFORMATION DESCRIBED IN THIS MANUAL AT ANY TIME WITHOUT NOTICE AND WITHOUT OBLIGATION TO NOTIFY ANY PERSON OF SUCH CHANGES. THE INFORMATION PROVIDED IN THE MANUAL IS NOT GUARANTEED OR WARRANTED TO PRODUCE ANY PARTICULAR RESULT, AND THE ADVICE AND STRATEGIES CONTAINED MAY NOT BE SUITABLE FOR EVERY ORGANIZATION. NO WARRANTY MAY BE CREATED OR EXTENDED WITH RESPECT TO THIS MANUAL BY SALES REPRESENTATIVES OR WRITTEN SALES MATERIALS. PATCHLINK® CORPORATION SHALL NOT BE LIABLE FOR ANY LOSS OF PROFIT OR ANY OTHER DAMAGES ARISING FROM THE USE OF THIS MANUAL, INCLUDING BUT NOT LIMITED TO SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES

Trademarks:

PatchLink™, PatchLink.com™, securing the enterprise™, WebConsole™, PatchLink Update™, PatchLink Quarantine™, PatchLink Enterprise Reporting Services™, PatchLink Scanner Integration Module™, PatchLink Developers Kit™, and their associated logos are registered trademarks or trademarks of PatchLink® Corporation.

Novell, Novell ZENworks®, Novell ZENworks® Patch Management Server, and Novell Agent are registered trademarks or trademarks of Novell, Inc.

RSA Secured® is a registered trademark of RSA Security Inc.

Apache is a trademark of the Apache Software Foundation

In addition, other companies' names and products mentioned in this document, if any, may be either registered trademarks or trademarks of their respective owners.

Feedback:

Your feedback lets us know if we are meeting your documentation needs. E-mail the Technical Publications department at techpubs@patchlink.com to tell us what you like best, what you like least, and to report any inaccuracies.

Table of Contents

Table of Contents iii

Preface v

About This Guide v
Document Conventions vi

Chapter 1: Planning your Installation 1

System Requirements 1
Minimum Hardware Requirements 1
Supported Operating Systems 1
Other Software Requirements 2
Supported Database Servers 2
Recommended Configuration 3
Server Installation Checklist 4

Chapter 2: Installing Your ZENworks Patch Management Server 5

Installing ZENworks Patch Management 5
Starting Your Novell ZENworks Patch Management Server 12
Configuring Your ZENworks Patch Management Server to use SSL 14
Post Install 17
Configuring an Authenticated Proxy 17

Appendix A: Installation Checklist 19

Appendix B: Index 21

Table of Contents

Preface

This ZENworks® Patch Management Server Installation Guide is a resource written for all users of ZENworks® Patch Management. This guide defines the concepts and procedures for installing and implementing a successful installation of ZENworks Patch Management.

About This Guide

This guide contains the following chapters and appendices:

- Chapter 1, “Planning your Installation”
- Chapter 2, “Installing Your ZENworks Patch Management Server”
- Chapter A, “Installation Checklist”

Tip: This document is updated on a regular basis. To acquire the latest version of this document please refer to the Novell Support Web site (www.novell.com/support)

Document Conventions

The following conventions are used throughout this document to help you identify various information types:

Table 0.1 Document Conventions

Convention	Usage
bold	Command names, database names, options, wizard names, window and screen objects (i.e. Click the **OK** button)
italics	New terms, variables, and window and page names
UPPERCASE	SQL commands and keyboard keys
`monospace`	File names, path names, programs, executables, command syntax, and property names

The icons used throughout this document identify the following types of information:

Table 0.2 Icons Used

Icon	Alert Label	Description
	Note:	Identifies paragraphs that contain notes or recommendations.
	Tip:	Identifies paragraphs that contain tips, shortcuts, or other helpful product information.
	Warning:	Identifies paragraphs that contain vital instructions, cautions or critical information.

1 Planning your Installation

To assist in gathering the information required for a smooth installation, it is recommended that you use the installation checklist found on page 4 and in Appendix A, "Installation Checklist".

System Requirements

Minimum Hardware Requirements

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

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

Note: For optimal performance please refer to the settings defined under "Recommended Configuration" on page 3.

Supported Operating Systems

Novell ZENworks Patch Management Server is supported on the following Operating Systems:

- Microsoft Windows Server™ 2003, Web Edition with SP1
- Windows Server 2003, Standard Edition with SP1
- Windows Server 2003, Enterprise Edition with SP1
- Windows Server 2003 R2, Standard Edition
- Windows Server 2003 R2, Enterprise Edition

Warning: Do not install the server software on a Primary Domain Controller (PDC). Installation onto a PDC is not supported in this release of Novell ZENworks Patch Management.

Other Software Requirements

Your Novell ZENworks Patch Management Server **must be a clean OS installation** with ***only*** the following software installed:

Table 1.1 ZENworks Patch Management Server Software Requirements

Internet Server	Microsoft® Internet Information Services (IIS) 6.0
.NET Framework	1.1 SP1 and 2.0 (both versions are required)
Internet Browser	Microsoft Internet Explorer 6.x

Supported Database Servers

Novell ZENworks Patch Management Server is supported on the following database servers:

- Microsoft® SQL Server 2005 Express Edition with SP1
- SQL Server 2005 Standard Edition with SP1
- SQL Server 2005 Enterprise Edition with SP1
- MSDE 2000 with SP4 (Upgrade only)
- SQL Server 2000 with SP4 (Upgrade only)

Note: Novell ZENworks Patch Management Server installs *SQL Server 2005 Express Edition with SP1* during installation. Therefore, you must not have any database server installed prior to the installation of Novell ZENworks Patch Management.

Recommended Configuration

Table 1.2 Novell ZENworks Patch Management Recommended Configuration

Number of Nodes	< 1000	<2,500	<5,000	<10,000	> 10,000
Operating System	Windows Server 2003, Web Edition with SP1	Windows Server 2003, Web Edition with SP1	Windows Server 2003, Standard Edition with SP1	Windows Server 2003, Standard Edition with SP1	Contact Novell Professional Services
Database Server	SQL 2005 Express	SQL 2005 Express	SQL 2005 Express	SQL 2005 Express	
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	

Note: Refer to the Novell Support Web site (www.novell.com/support) for additional configuration recommendations.

Server Installation Checklist

For your convenience this checklist is also available as an appendix (see Appendix A, "Installation Checklist")

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

- ☐ Your target computer meets or exceeds the requirements defined in "System Requirements" on page 1
- ☐ Your server has a clean operating system installation
- ☐ Your server is NOT a Domain Controller
- ☐ Internet Information Server (IIS) is installed and running (if necessary refer to http://support.microsoft.com/kb/324742 for details regarding the install of IIS)
- ☐ All required service packs have been installed (refer to "Supported Operating Systems" on page 1 for details)
- ☐ If your server is a member of a domain, only the default security policies are in effect
- ☐ Your computer 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

  If you are using SSL you need to obtain a valid Web certificate, from a trust provider such as Verisign Inc. (www.verisign.com) or Entrust (www.entrust.com), prior to installing your ZENworks Patch Management Server.

- ☐ 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: _____

2 Installing Your ZENworks Patch Management Server

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

Installing ZENworks Patch Management

To Install ZENworks Patch Management

1. From the location you specified for your download, select **UpdateServer.exe**

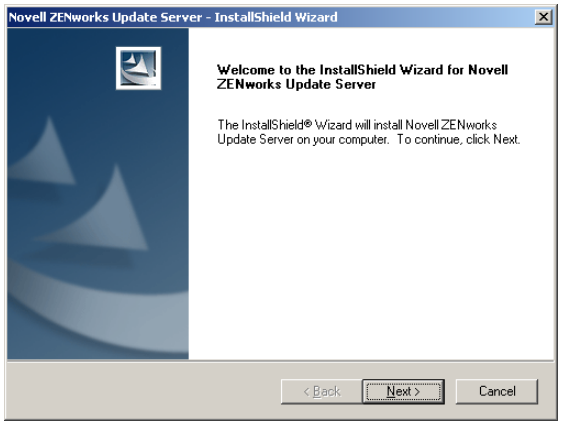

Figure 2.1 Patch Management Server Installation Wizard

2. Click **Next** to proceed to the *License Agreement* page of the *Installation Wizard*

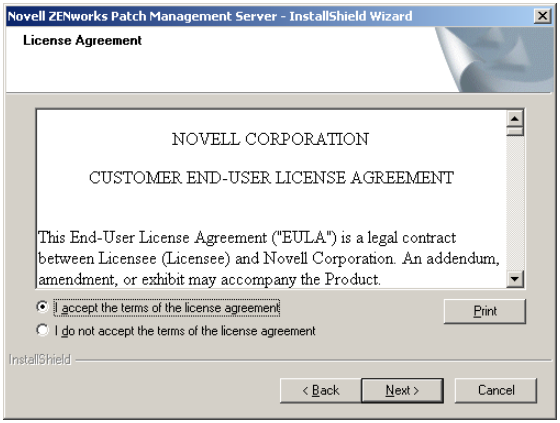

Figure 2.2 License Agreement page

3. Review the License Agreement, and select **I accept the terms of the license agreement**
4. Click **Next**
   The *System Requirements* page of the *Installation Wizard* opens
   The *System Requirements* page details the current system requirements, and will check to ensure that your system meets these requirements

Note: If you have any questions and/or require additional assistance please contact Novell Support at 800.858.4000

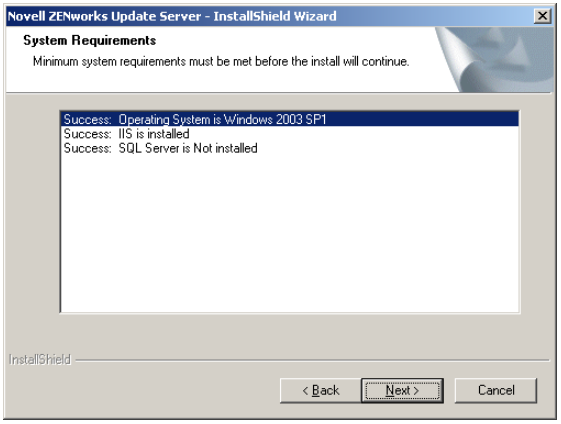

Figure 2.3 System Requirements page

5. Click **Next**
   The *Customer Information* page of the *Installation Wizard* opens

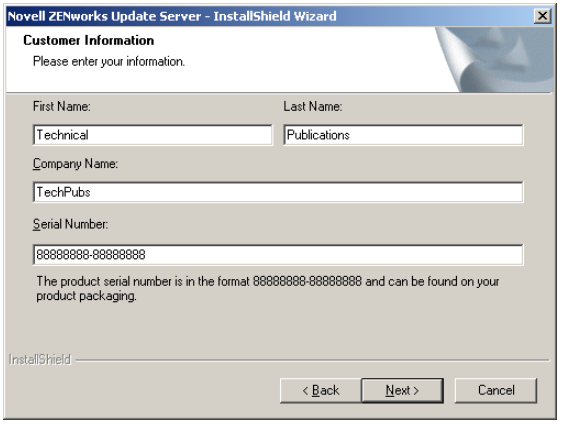

Figure 2.4 Customer Information

6. 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 obtain your serial number by contacting the Novell Sales at 800.858.4000

Tip: Make a note of your serial number and keep it in a safe place. It will be required for your agent installations and if you need to reinstall your ZENworks Patch Management Server in the future.

7. Click **Next**
   The *E-mail Configuration* page opens

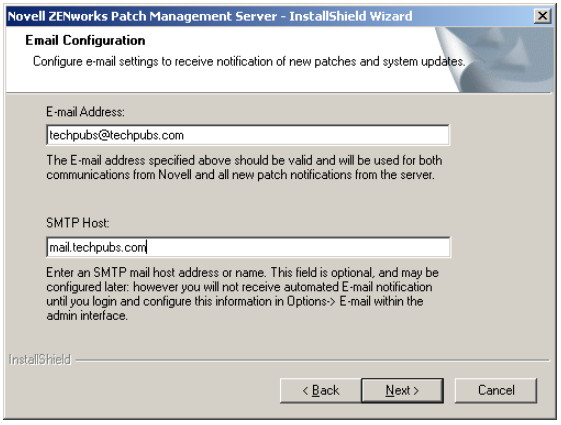

Figure 2.5 E-mail Configuration page

- Type the primary recipient's e-mail address in the **E-mail Address**: field. The e-mail notification from ZENworks Patch Management Server sends e-mail notifications as configurable conditions occur
- Type the name of your SMTP server in the **SMTP Host:** field. The ZENworks Patch Management Server uses your corporate Internet (SMTP) mail server

8. Click **Next**
   The *Agent Configuration* page opens

Note: The installation creates the 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 ZENworks Patch Management Server.

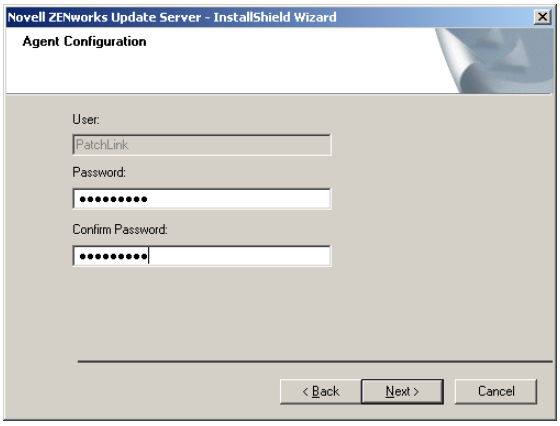

Figure 2.6

9. Create a **Password** in the *Password* field
10. Retype the new password in the *Confirm Password* field

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

11. Click **Next**
The *Proxy Configuration* page opens

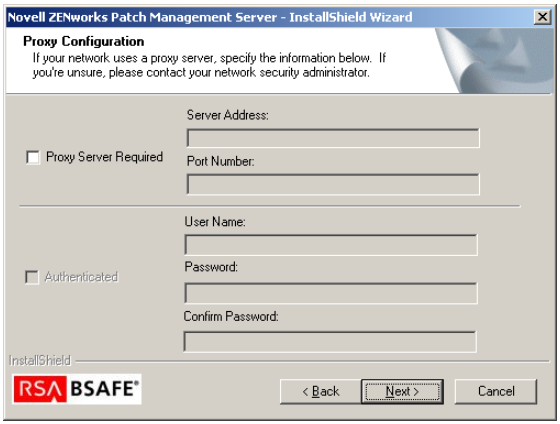

Figure 2.7 Proxy Configuration page

a. Select **Proxy server required** if your network uses a proxy server to access the Internet

b. Enter the appropriate *proxy server address* and *port number* in the **Server Address** (including the http:// prefix) and **Port Number** fields

c. Select **Authenticated** if your Proxy server is an Authenticated Proxy

d. Enter the appropriate *User name* and *Password* values in the **User Name**, **Password**, and **Confirm Password** fields

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

12. Click **Next**
The *SSL Security* page opens. The *SSL Security* page allows you to define whether to use a

secure connection (SSL) between your ZENworks Patch Management Server and ZENworks Patch Management Agents

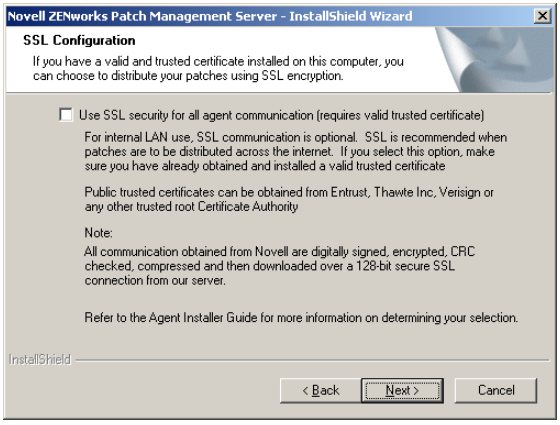

Figure 2.8 SSL Security page

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

Warning: 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 Novell Agent to use SSL.

13. Click **Next**
    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

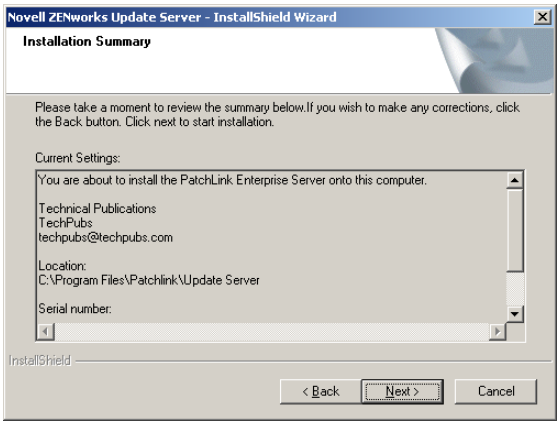

Figure 2.9 Installation Summary Page

14. Click **Next** to perform the installation
    The system installs the files and dependencies required for the ZENworks Patch Management Server to communicate with the Global Subscription Server and function properly
15. Click **Finish** to complete the installation

Starting Your Novell ZENworks Patch Management Server

To Start ZENworks Patch Management

1. Click **Start > Programs > Novell > ZENworks Patch Management Server** to log on to your ZENworks Patch Management Server

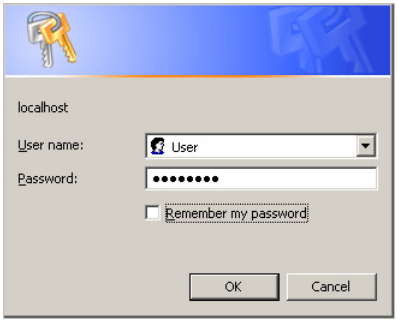

Figure 2.10 ZENworks Patch Management Server Logon screen

2. Type ***PatchLink*** in the *User name* field
3. Type the **Password** you specified in the installation in the *Password* field
4. Click **OK**
   The *Novell ZENworks Patch Management main screen* opens

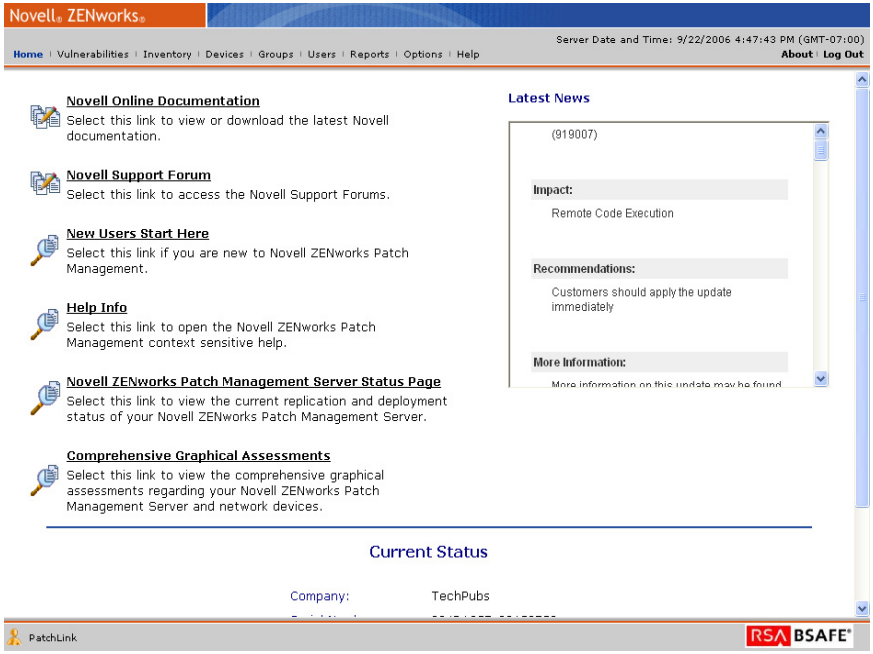

Figure 2.11 ZENworks Patch Management main screen

Configuring Your ZENworks Patch Management Server to use SSL

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. To add the SSL Web Certificate to IIS:

To Configure ZENworks Patch Management to Use SSL

1. Open the *Internet Information Services* manager
   The **Internet Information Services** manager opens
2. Expand the tree view and select the **PLUS** Web site
   The directory displays the ZENworks Patch Management Server Web site main folder
3. Right-click the **PLUS Web site**, and select **Properties**
   The **Properties** dialog box opens

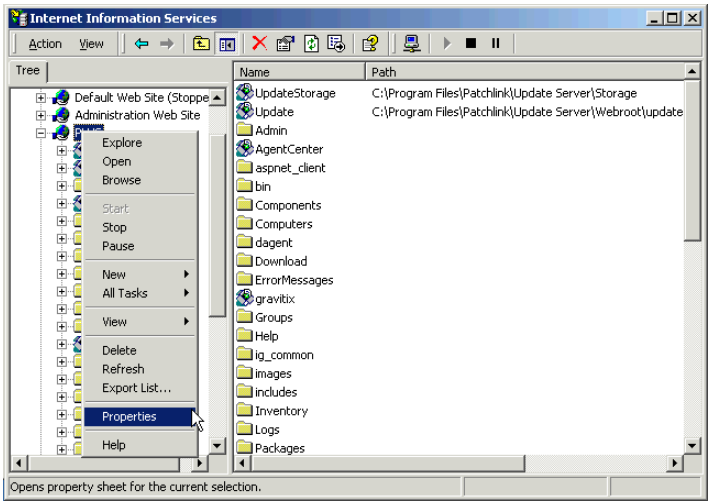

Figure 2.12 IIS Right-Mouse Menu

4. Select the **Directory Security** tab

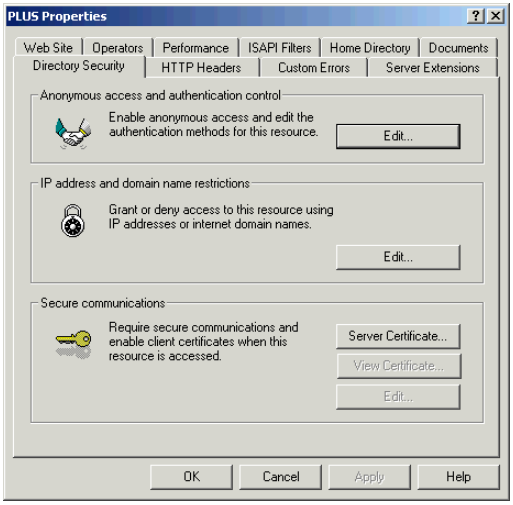

Figure 2.13 Directory Security tab

5. Click **Server Certificate...**
   The *Web Server Certificate Wizard* opens

Figure 2.14 Web Server Certificate Wizard

6. Click **Next**, to begin the wizard

7. Within the *Server Certificate Wizard*, select the **Assign an existing certificate** option and click **Next**

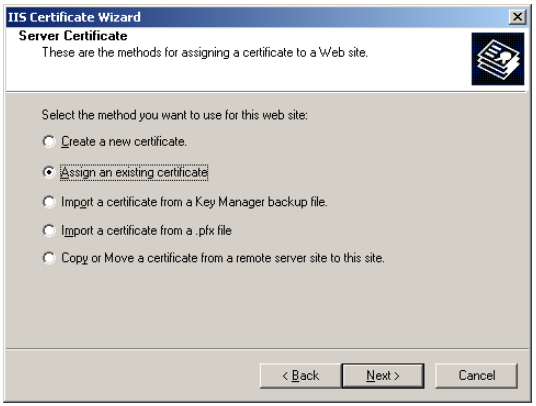

Figure 2.15 Assign an existing certificate

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

8. Continue following the *Server Certificate Wizard*, which will guide you through the remaining steps
9. Reboot your computer when completed
10. Log on to your computer immediately after it restarts

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

11. Click **Start > Programs > Novell > ZENworks Patch Management Server**, to log on to your ZENworks Patch Management Server Web console

A Installation Checklist

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

- ☐ Your target computer meets or exceeds the requirements defined in "System Requirements" on page 1
- ☐ Your server has a clean operating system installation
- ☐ Your server is NOT a Domain Controller
- ☐ Internet Information Server (IIS) is installed and running (if necessary refer to http://support.microsoft.com/kb/324742 for details regarding the install of IIS)
- ☐ All required service packs have been installed (refer to "Supported Operating Systems" on page 1 for details)
- ☐ If your server is a member of a domain, only the default security policies are in effect
- ☐ Your computer 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

  If you are using SSL you need to obtain a valid Web certificate, from a trust provider such as Verisign Inc. (www.verisign.com) or Entrust (www.entrust.com), prior to installing your ZENworks Patch Management Server.

- ☐ 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: _____

B Index

C

Checklist
see installation checklist

D

DNS 4, 19

I

IIS 2, 4, 14, 19
directory security 15
server certificate 15

installation checklist 19

installing
ZENworks Patch Management 5

Internet Information Services
see IIS

M

Microsoft Internet Explorer 2

Microsoft Internet Information Services
2

Microsoft Windows Server 2003 1

S

SMTP 4, 19

SSL web certificate
configuring 14

Z

ZENworks Patch Management Server
installing 5

Novell, Inc.
1800 South Novell Place
Provo, UT 84606

www.novell.com
phone: 800.858.4000

© PatchLink Corporation 1997 - 2006. ALL RIGHTS RESERVED. U.S. Patent No. 6,990,660.