



ZENworks[®]

Patch Management

Server Installation Guide

ZENworks Patch Management Server v6.4

Novell[®]

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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)
<i>italics</i>	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 3 and in [Appendix A, “Installation Checklist”](#).

System Requirements

Minimum Hardware Requirements

The hardware requirements for Novell ZENworks Patch Management Server 6.4 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
- 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](#)”.

Supported Operating Systems

Novell ZENworks Patch Management Server 6.4 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)



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

Other Software Requirements

Novell ZENworks Patch Management Server 6.4 requires the following software:

- Microsoft® Internet Information Services (IIS) 6.0



Planning your Installation

- Microsoft® .NET Framework version 1.1 SP1 and 2.0 (both versions are required)
- Microsoft Internet Explorer 6.x or higher

Recommended Configuration

The following table summarizes the recommended platform configuration based on the amount of nodes you will be actively using. Novell ZENworks Patch Management Server 6.4 recommends the

Table 1.1 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 SP2	Windows Server 2003, Web Edition with SP2	Windows Server 2003, Web Edition with SP2	Windows Server 2003, Standard Edition with SP2	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	

following hardware:



Note: Refer to the [Novell Support](http://www.novell.com/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 Novell ZENworks Patch Management Server.

Installing ZENworks Patch Management

To Install Novell ZENworks Patch Management Server

1. From the location you specified for your download, select the Novell ZENworks Patch Management Server installer.
2. The Novell ZENworks Patch Management Server *Installation Wizard* opens.

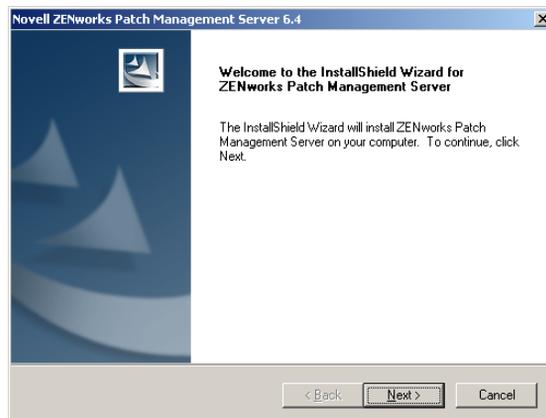


Figure 2.1 Patch Management Server Installation Wizard



3. Click **Next**.

The *License Agreement* page of the *Installation Wizard* opens.

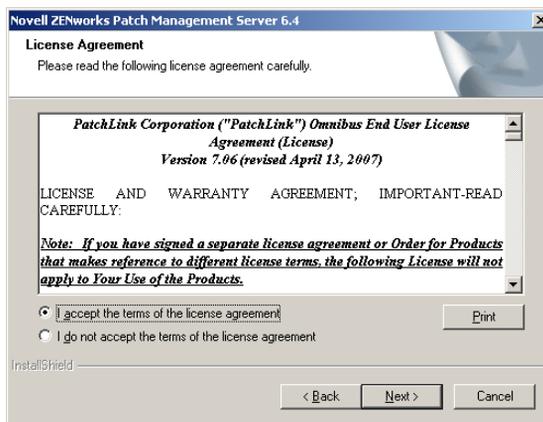


Figure 2.2 License Agreement page

4. Review the License Agreement, and select **I accept the terms of the license agreement**.

5. 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



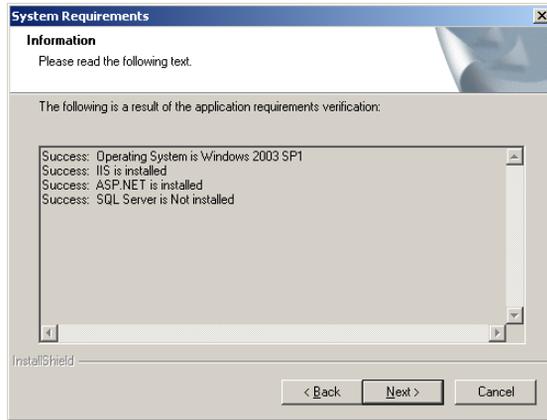


Figure 2.3 System Requirements page

6. Click **Next**.
The *Choose Destination Location* page of the *Installation Wizard* opens.

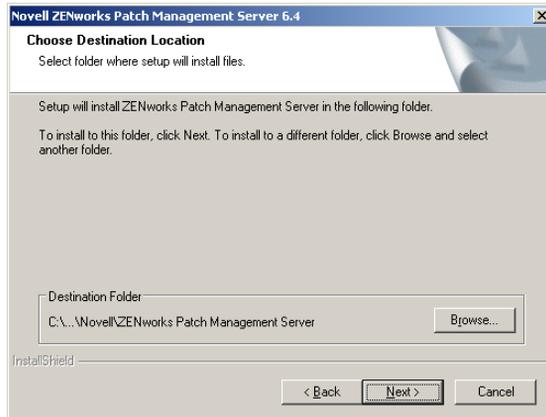


Figure 2.4 Choose Destination Location



7. To change the location of the Server:
 - a. Click **Browse...**
The *Choose Folder* window opens.

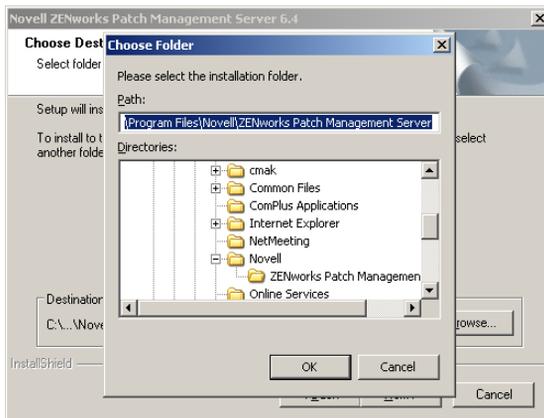


Figure 2.5 Choose Folder

- b. Select your desired installation location.



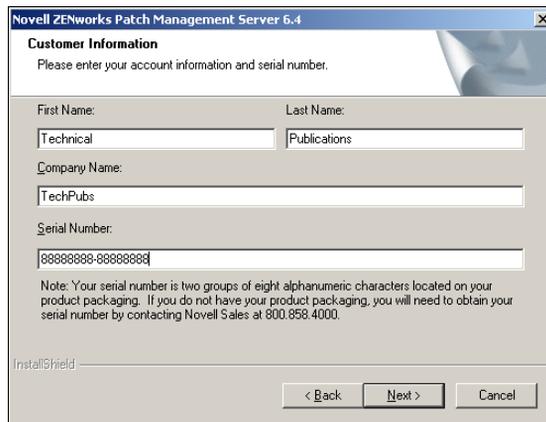
Note: Although you can change where to install ZENworks Patch Management Server components, your system drive must be the C : drive, and Microsoft SQL Server (and your ZENworks Patch Management Server databases) will be installed to the system (C :) drive.

- c. Click **OK**.
The *Choose Folder* window closes and the *Choose Destination Location* window reflects the new location.



8. Click Next.

The *Customer Information* page of the *Installation Wizard* opens.



Novell ZENworks Patch Management Server 6.4

Customer Information
Please enter your account information and serial number.

First Name: Last Name:

Company Name:

Serial Number:

Note: Your serial number is two groups of eight alphanumeric characters located on your product packaging. If you do not have your product packaging, you will need to obtain your serial number by contacting Novell Sales at 800.858.4000.

InstallShield

< Back Next > Cancel

Figure 2.6 Customer Information

9. 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

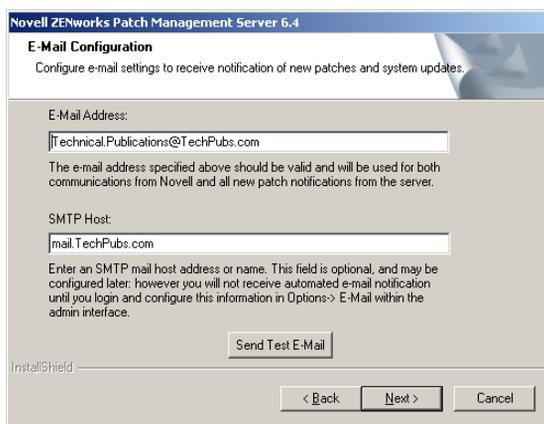


Tip: Make a note of your serial number and keep it in a safe place. It will be required for your agent installations and if you need to reinstall your ZENworks Patch Management Server in the future.



10. Click Next.

The *E-mail Configuration* page opens.



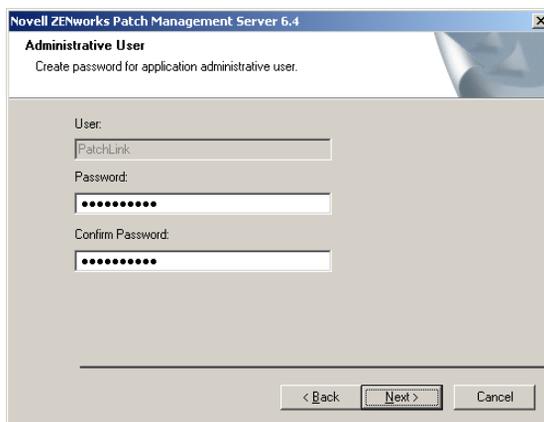
The screenshot shows the 'E-Mail Configuration' dialog box. The title bar reads 'Novell ZENworks Patch Management Server 6.4'. The main heading is 'E-Mail Configuration' with a sub-heading 'Configure e-mail settings to receive notification of new patches and system updates.' Below this, there are two text input fields. The first is labeled 'E-Mail Address:' and contains the text 'Technical.Publications@TechPubs.com'. Below it is a note: 'The e-mail address specified above should be valid and will be used for both communications from Novell and all new patch notifications from the server.' The second field is labeled 'SMTP Host:' and contains 'mail.TechPubs.com'. Below it is another note: 'Enter an SMTP mail host address or name. This field is optional, and may be configured later; however you will not receive automated e-mail notification until you login and configure this information in Options-> E-Mail within the admin interface.' At the bottom of the dialog, there is a 'Send Test E-Mail' button, a progress indicator labeled 'InstallShield', and three navigation buttons: '< Back', 'Next >', and 'Cancel'.

Figure 2.7 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 pre-configured 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.

11. Click Next.

The *Agent Configuration* page opens.



The screenshot shows the 'Administrative User' dialog box. The title bar reads 'Novell ZENworks Patch Management Server 6.4'. The main heading is 'Administrative User' with a sub-heading 'Create password for application administrative user.' Below this, there are three text input fields. The first is labeled 'User:' and contains 'PatchLink'. The second is labeled 'Password:' and contains a series of dots. The third is labeled 'Confirm Password:' and also contains a series of dots. At the bottom of the dialog, there are three navigation buttons: '< Back', 'Next >', and 'Cancel'.

Figure 2.8



12. Create a **Password** in the *Password* field.
13. Retype the new password in the *Confirm Password* field.



Note: 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 ZENworks Patch Management Server.

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.

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

Figure 2.9 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.

15. 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.

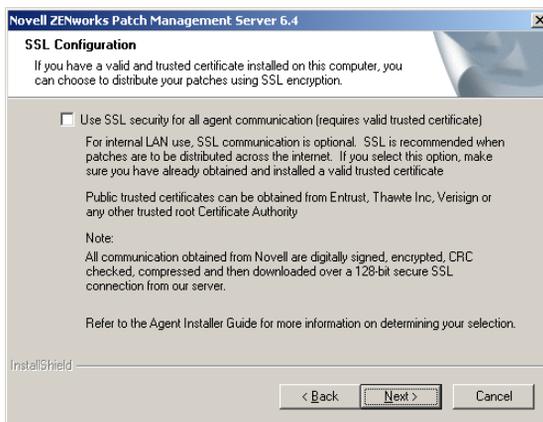


Figure 2.10 SSL Security page



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.

16. 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 2.11 Installation Summary Page

17. 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.
18. Click **Finish** to complete the installation.



Starting Your Novell ZENworks Patch Management Server

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

To Start ZENworks Patch Management

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



Figure 2.12 ZENworks Patch Management Server Logon screen

2. Type **Your User Name** 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 Home Page* opens.

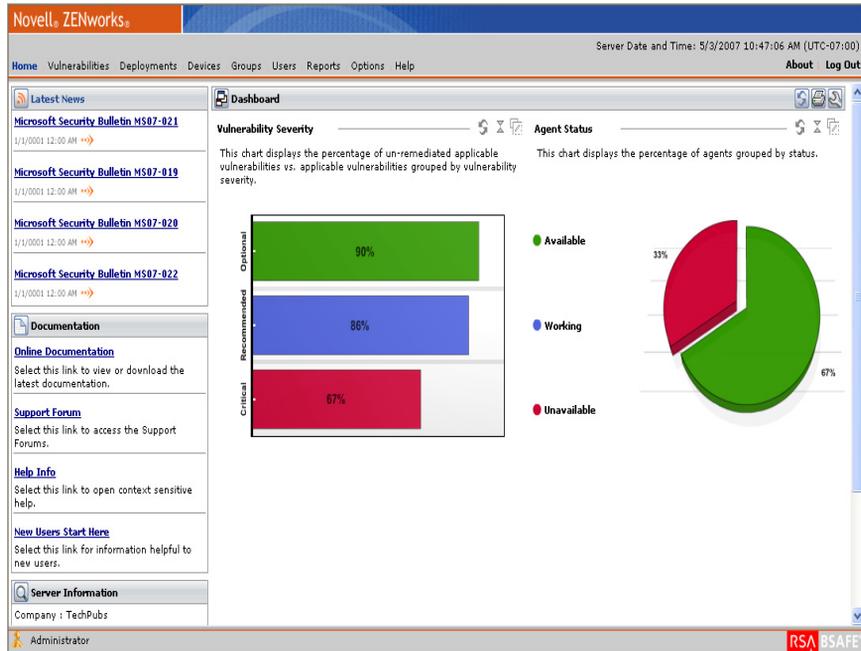


Figure 2.13 ZENworks Patch Management Home Page



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.

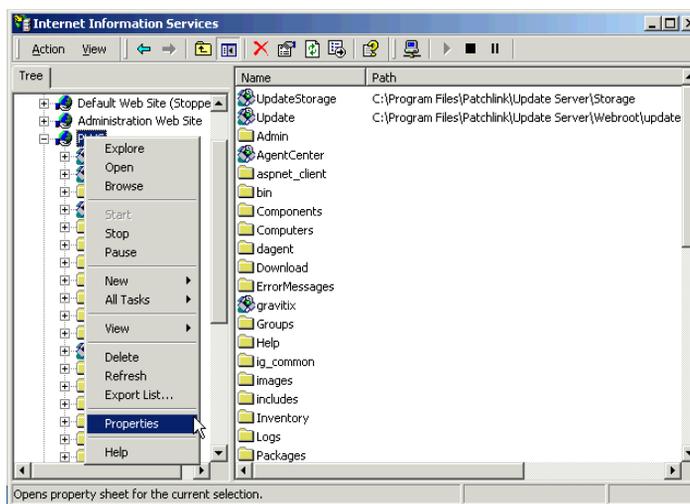


Figure 2.14 IIS Right-Mouse Menu



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

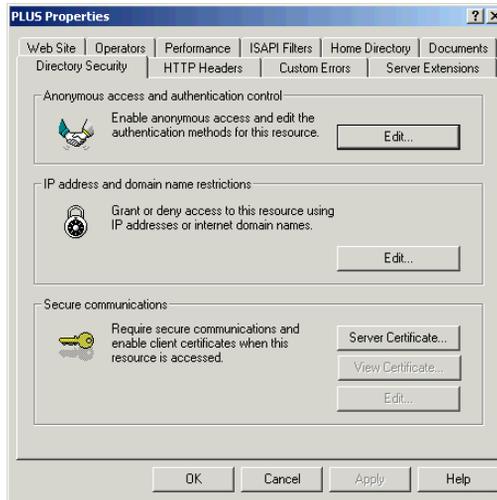


Figure 2.15 Directory Security tab

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



Figure 2.16 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**.

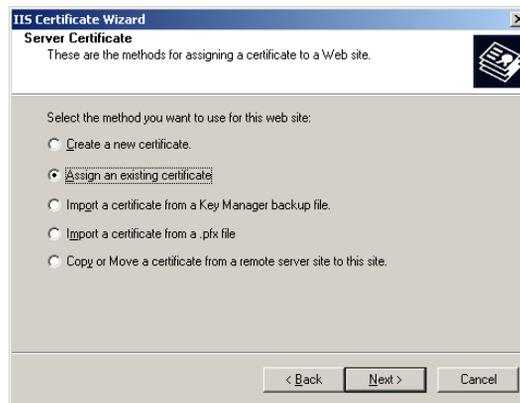


Figure 2.17 Assign an existing certificate



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: _____





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