

Novell Service Desk - Creating Custom Reports using ZENworks Reporting 5 (ZR5)

Inbuilt Reporting: Novell Service Desk has [inbuilt reporting](#) capabilities that enables users to generate management reports from the captured record details. It provides a graphical snapshot of the overall performance of the Service Desk and its Users.

Report Builder: Novell Service Desk also provides the capacity to build simple custom reports using the [internal system report builder](#) without requiring in-depth knowledge of the database schema.

The intent of this document is to provide you with Novell Service Desk Reporting package (domain) and provide few basic steps for using **ZENworks Reporting 5 (ZR5)** for creating customized reports outside of the service desk product.

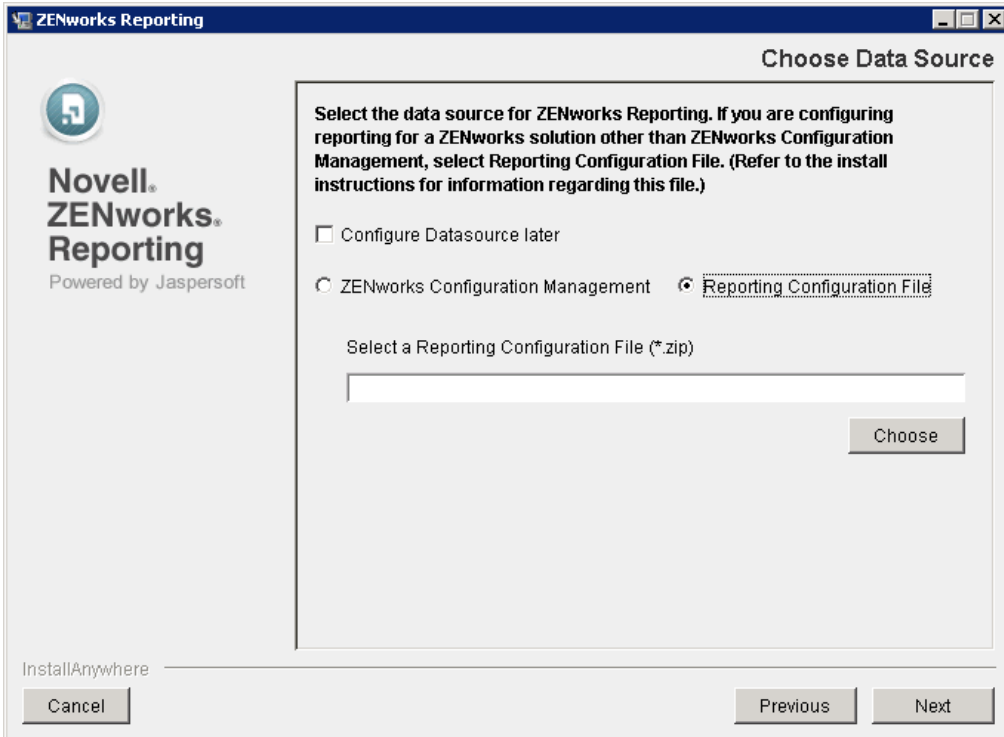
Pre-requisite for installing Novell Service Desk Reporting Package

- **Entity Relationship document:** Before you start creating customized reports, I encourage you to refer Novell Service Desk's **Entity relationship details document** to understand the key tables and table relationships
- You have the Novell Service Desk database details – host name/IP address, port, database name, and database credentials
- You have installed ZENworks Reporting (ZR5) and it can establish a network connection to the server
- You have downloaded the **Novell Service Desk Reporting Package** [NSD-7.0.3](#)

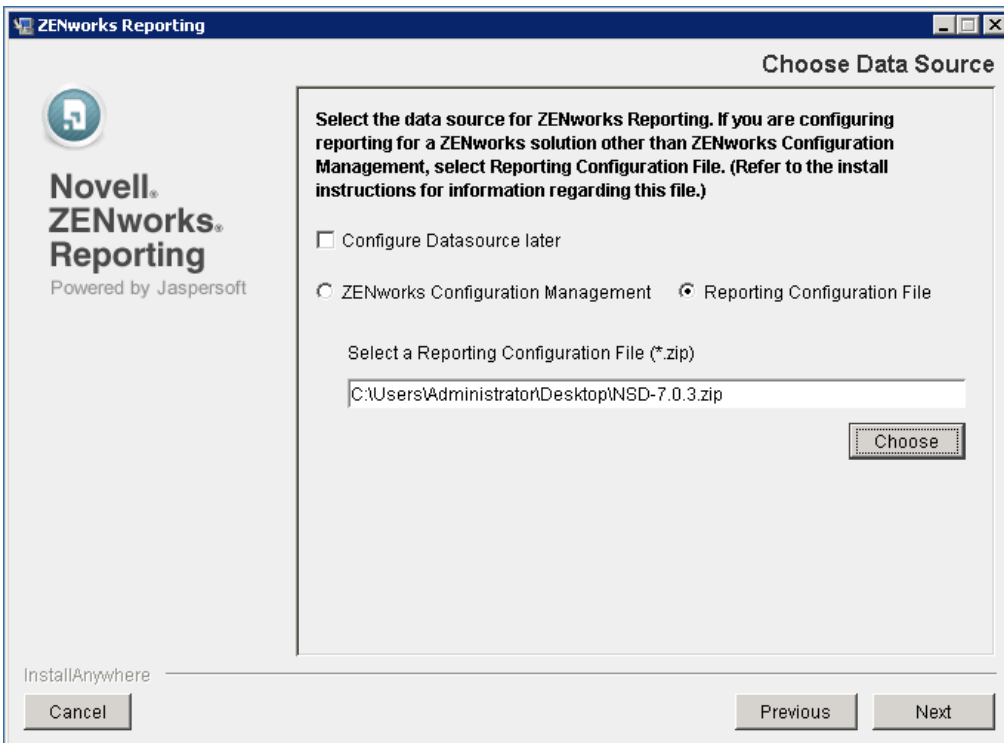
Environment For the purpose of this example, I have used Novell Service Desk 7.0.3 and MSsql database.

Installing Novell Service Desk Reporting package

1. On your ZENworks Reporting server, run the ZENworks Reporting configuration tool:
%ZENWORKS_HOME%\zenworks-reporting\bin\zrsconfig.exe
2. Click Next through all the screens in the wizard until the "Choose Data Source" screen
3. De-select the "Configure Datasource later" checkbox and select the "Reporting Configuration File" as shown in the screen below:



4. Browse to Novell Service Desk Reporting Package zip file (NSD-7.0.3.zip) that you download from this cool solution.



5. Click Next

- On the Configure Data Source page, provide the Novell Service Desk database information as shown in the below screen

Novell.
**ZENworks.
Reporting**
Powered by Jaspersoft

Select the type of database for ZENworks Reporting.

Sybase SQL Anywhere

Microsoft SQL Server

Oracle

Server: 164.99.166.68

Database Server Port: 1433

Database Name: nsd

Instance Name:

Username: sa

Password: *****

[NOTE : Server Port is not required when Instance Name is provided]

InstallAnywhere

Cancel Previous Next

- Click Next.
- Accept the default information for the rest of the configuration wizard and complete the configuration. This shall create the data source and then imports the domain.

Using the Novell Service Desk Reporting Package

On logging into ZR5, you should now be able to see the Novell Service Desk domain under Repository, as shown in the below screen:

Repository

Run Edit Open Copy Cut Paste Delete

Name	Description	Type	Created Date	Modified Date
NSD_Domain		Domain	Today	Yesterday
ZENworks Audit Domain		Domain	April 22	5/28/2013
ZENworks Domain		Domain	April 22	12/13/2012

The following objects shall be added to the ZR5 repository:

- Organization/Data Sources/ Datasource_NSD:
This object contains the connection information for the ZR5 server to be able to connect to the Novell Service Desk database.
- Organization/Domains/NSD_Domain
This object contains metadata used by the Ad Hoc reporting tool to allow you to quickly and easily build dynamic charts, crosstabs, and tabular reports.
- Organization/Reports/ ZENworks_NSD/Predefined_Reports/Ad_Hoc_View
A sample adhoc view report

Refer [ZENworks reporting reference document](#) for information on creating and managing reports using ZENworks Reporting 5.