



# Installing and Using the Zimbra Reporting Tool

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## Table of Contents

Legal Notices.....	2
Installing and Using the Zimbra Reporting Tool.....	4
Installing the Zimbra Reporting Tool.....	4
Installation Requirements.....	4
Multiple Zimbra Collaboration Instance Reporting.....	5
Upgrading an Existing ZRT Client Application.....	6
Upgrading the ZRT.....	6
Installing the ZRT Client on a Zimbra Collaboration System.....	8
Installing the ZRT Client on a Non-Zimbra Collaboration System.....	10
Using the Zimbra Reporting Tool.....	12
Appendix A – Sample Zimbra Client Properties File.....	14

# Installing and Using the Zimbra Reporting Tool

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This document contains information to install and use the Zimbra Reporting Tool (ZRT). For environments containing more than one installation of Zimbra, you need to install the ZRT for each instance.

## Installing the Zimbra Reporting Tool

### Installation Requirements

The ZRT application can be installed using any account on the system, for example *zimbra*, *root*, *etc*. If installed on the Zimbra Collaboration system, Zimbra recommends using the *zimbra* account and the install path of */opt/zrt*. The installation needs to have the following requirements:

- The ZRT client application installer package
- Java 1.6 or higher
- Access to update CronTab - Ensure that the system that is running the ZRT client application has a running instance of CRON available for installing a task for executing the ZRT application.
- Firewall access to production LDAP on port 389 or 636 (SSL).
- Firewall access to *zimbra.compliance.flexnetoperations.com* on port 443 (HTTPS).
- Key configuration guidelines:
  - *device.id*: a unique name given by the system administrator for each Zimbra instance. For example, if you are running two separate Zimbra instances, you will need specify one device ID per instance.
  - *account.id*: an account ID provided by your Zimbra sales representative. You are to use this account ID for all Zimbra instances.
  - Retrieving LDAP information:
    - LDAP URL: the URL used to obtain data from the master server.
    - LDAP Password: the admin password to access the LDAP.To obtain the LDAP information from the master LDAP using your Zimbra account, use the following commands:
    - *zmlocalconfig ldap\_master\_url*
    - *zmlocalconfig-s ldap\_root\_password*

## Multiple Zimbra Collaboration Instance Reporting

The ZRT client currently reports usage for one LDAP server. In environments that contain multiple Zimbra Collaboration instances, you will need a client reporting for each Zimbra Collaboration instance.

DO NOT configure the ZRT client more than once on a multi-master or replica LDAP server in a multi-server instance. Zimbra Collaboration instance must only have one installed ZRT client, or double counting will occur.

Multiple installations of the client on the same server configured to report usage for different Zimbra Collaboration instances is supported. To do this, follow the installation steps for Non-Zimbra Collaboration servers. When entering the path, you will need to define a new path for each Zimbra Collaboration instance.

We do not recommend configuring multiple installations of the client on any Zimbra Collaboration server.

Also, each instance will have its own crontab entry, which has the same start time of 2am.

```
0 2 */3 * * /opt/zrt/run.sh
```

Having multiple instances running at the same time should not cause any issues, but it is recommended to update the runtime to stagger the instances if there are more than two instances of the ZRT installed on the system.

## Upgrading an Existing ZRT Client Application

This section provides steps to upgrade an existing ZRT installation.

**Note:** If you are installing the ZRT tool for the first time, you do not need to perform the steps in this section.

### Upgrading the ZRT

1. Log into the system with the ZRT client using the correct account.
2. Create a temporary folder within `/tmp/<folder>`
3. Copy and unzip the ZRT install package into the temporary folder.
4. Run `./install.sh` script.

The install script will verify JAVA and if successful, will prompt for the location of the installation of ZRT.

```
./install.sh

#####

It is recommended that you install the ZRT client on one of the primary or replica LDAP servers using the
Zimbra account. DO NOT install the ZRT client more than once on a multi-master or replica LDAP server
in a multi-server instance. ZC instance must only have one installed ZRT client, or double counting will
occur.

If installed on a ZC server, the ZRT client will attempt to self configure and will report the count using the
LDAP that is listed within the first instance within ldap_master_url.

If the ZRT client has been previously installed on the system within a different directory, please verify that
all crontab entries have been removed.

To install the ZRT client, you will need to obtain the ZRT user license from Zimbra Sales or Support.

For questions regarding the installation process, or to report an installation issue, please log into your
Zimbra Support account at https://support.zimbra.com and open a support case for assistance. For more
information about installation, please see the ZRT client installation guide.

#####

Checking for an installed version of Java...
/opt/zimbra/java/bin/java
Found java executable in PATH.
Installed Java version 1.7.0_51
Java version is 1.6 or higher.
```

5. Enter the ZRT installation path.

If a configuration file exist, the installer obtains current configuration information and prompts you to verify it.

```
Your current directory is: /tmp/141022_0202
Please provide the path you wish to install the ZRT client or hit enter to use the default path of '/opt/zrt':
/opt/zrt
You entered: /opt/zrt
```

6. Verify the configuration, and if correct, enter yes.

```
LDAP URL from system: ldap://ldap.hostname.com:389
We have verified that this is an upgrade and will be upgrading using the existing configuration.

LDAP URL: ldap://ldap.hostname.com:389
CUSTOMER ID: ZRTTESTLIC
DEVICE ID: ldap.hostname.com
Do you want to continue with the upgrade? y/n: y
```

The installation verifies the configuration, and if successful, will check the crontab for existing entries within *only* the default install path of /opt/zrt/. If missing or duplicate entries exist, modifications will occur to insure only one instance resides, then the installation will upgrade and the usage data is reported.

```
Testing input settings...

Cron job has already been added.

#####
Running the ZRT Reporting Tool...
Please verify the data within the user portal at https://zimbra.flexnetoperations.com
#####

Retrieved 6 domains and 17 mailboxes.

+++++
Posting Usage: SECount:1.0: Usage: 4
Posting Usage: PECCount:1.0: Usage: 4
Posting Usage: BECount:1.0: Usage: 4
Posting Usage: BEPCount:1.0: Usage: 5
Posting Usage: EWSCount:1.0: Usage: 0
+++++

Sending Collected usage data to: ZRTTESTLIC
Posting to End point url:
https://zimbra.compliance.flexnetoperations.com/instances/ZRTTESTLIC/desiredFeatures
```

7. Verify the reported data by logging into your account on <https://zimbra.flexnetoperations.com> and check your usage reports. Allow a few minutes for the data to update to your account.
8. Check CRON job configuration, if multiple instances exist remove all except one.

- “crontab -l” – To view cron jobs.
- “crontab -l > systemcron” – To write to a file for editing jobs.
- “vi systemcron” – To edit the file.
- “crontab systemcron” – To update cron with removed job

## Installing the ZRT Client on a Zimbra Collaboration System

When installing the ZRT on to a Zimbra Collaboration system, Zimbra recommends using the zimbra account as JAVA has already been installed. We also recommend installing the ZRT tool within the `/opt/zrt` path.

1. Log into the system with the ZRT client using the correct account.
2. Create the path to install the ZRT client.

`/opt/zrt` is the recommended path; you will need to create the path using root and provide the correct permissions.

3. Create a temporary folder within `/tmp/<folder>` to unzip the installation package.
4. Copy and unzip the ZRT install package into the temporary folder.
5. Run `install.sh` script.

The install script will verify JAVA and, if successful, will prompt for the location of the installation of the ZRT.

```
#####  
  
It is recommended that you install the ZRT client on one of the primary or replica LDAP servers using the Zimbra account. DO NOT install the ZRT client more than once on a multi-master or replica LDAP server in a multi-server instance. ZC instance must only have one installed ZRT client, or double counting will occur.  
  
If installed on a ZC server, the ZRT client will attempt to self configure and will report the count using the LDAP that is listed within the first instance within ldap_master_url.  
  
If the ZRT client has been previously installed on the system within a different directory, please verify that all crontab entries have been removed.  
  
To install the ZRT client, you will need to obtain the ZRT user license from Zimbra Sales or Support.  
  
For questions regarding the installation process, or to report an installation issue, please log into your Zimbra Support account at https://support.zimbra.com and open a support case for assistance. For more information about installation, please see the ZRT client installation guide.  
  
#####  
  
Checking for an installed version of Java...  
/opt/zimbra/java/bin/java  
Found java executable in PATH.  
Installed Java version 1.7.0_51  
Java version is 1.6 or higher.
```



6. Enter the ZRT installation path.

The installer obtains the first LDAP instance within `ldap_master_url` and the `ldap_root_password`, and uses the configuration to obtain account usage.

```
Your current directory is: /tmp/ZimbraZRTClient-141022_0202
Please provide the path you wish to install the ZRT client or hit enter to use the default path of
'/opt/zrt':
Using the default path of '/opt/zrt'

LDAP URL from system: ldap://ldap-hostname.com:389
```

7. Enter Yes to verify the path, then enter the ZRT license ID.

The ZRT License is a unique license for ZRT only. If you have not received a license, please contact Zimbra Support for assistance.

```
The path specified exists but does not have the ZRT tool installed. Only one instance should be
installed, do you want to continue? y/n: y
Please input the Customer ID provided to you from your Zimbra sales representative: ZRTTESTLIC
```

The ZRT installer verifies your configuration and, if successful, the installation process proceeds.

```
Testing input settings...

Cron job has already been added.

#####
Running the ZRT Reporting Tool...
Please verify the data within the user portal at https://zimbra.flexnetoperations.com
#####

Retrieved 6 domains and 17 mailboxes.

+++++
Posting Usage: SECount:1.0: Usage: 4
Posting Usage: PECCount:1.0: Usage: 4
Posting Usage: BEPCount:1.0: Usage: 4
Posting Usage: BEPCount:1.0: Usage: 5
Posting Usage: EWSCount:1.0: Usage: 0
+++++

Sending Collected usage data to: ZRTTESTLIC
Posting to End point url:
https://zimbra.compliance.flexnetoperations.com/instances/ZRTTESTLIC/desiredFeatures
```

8. Verify the reported data by logging into your account on <https://zimbra.flexnetoperations.com> and check your usage reports. Allow a few minutes for the data to update to your account.

9. Check CRON job configuration, if multiple instances exist remove all except one.

“crontab -l” – To view cron jobs.

“crontab -l > systemcron” – To write to a file for editing jobs.

“vi systemcron” – To edit the file.

“crontab systemcron” – To update cron with removed job

## Installing the ZRT Client on a Non-Zimbra Collaboration System

1. Log into the system with the ZRT client using the correct account.
2. Create the path to install the ZRT client.
3. Create a temporary folder within /tmp/<folder> to unzip the installation package.
4. Copy and unzip the ZRT install package into the temporary folder.
5. Run *install.sh* script.

The install script verifies JAVA and, if successful, prompts for the location of the installation of the ZRT.

```
#####  
  
It is recommended that you install the ZRT client on one of the primary or replica LDAP servers using the Zimbra account. DO NOT install the ZRT client more than once on a multi-master or replica LDAP server in a multi-server instance. ZC instance must only have one installed ZRT client, or double counting will occur.  
  
If installed on a ZC server, the ZRT client will attempt to self configure and will report the count using the LDAP that is listed within the first instance within ldap_master_url.  
  
If the ZRT client has been previously installed on the system within a different directory, please verify that all crontab entries have been removed.  
  
To install the ZRT client, you will need to obtain the ZRT user license from Zimbra Sales or Support.  
  
For questions regarding the installation process, or to report an installation issue, please log into your Zimbra Support account at https://support.zimbra.com and open a support case for assistance. For more information about installation, please see the ZRT client installation guide.  
  
#####  
  
Checking for an installed version of Java...  
/opt/zimbra/java/bin/java  
Found java executable in PATH.  
Installed Java version 1.7.0_51  
Java version is 1.6 or higher.
```

6. Enter the ZRT installation path.

```
Your current directory is: /Users/user/ZRT/00141022_0202  
Please provide the path you wish to install the ZRT client or hit enter to use the default path of '/opt/zrt':  
/Users/user/ZRT/installed-folder  
You entered: /Users/user/ZRT/installed-folder
```

7. Enter LDAP and ZRT License Configuration.

To configure the ldap configuration, you will need to obtain the url and password from the LDAP server. You can obtain this by logging into the server using the zimbra account and running the following:

```
zmlocalconfig ldap_master_url
zmlocalconfig -s ldap_root_password
```

ZRT License is a unique license for ZRT only. If you have not received a license, please contact Zimbra Support for assistance.

```
You have chosen to configure to a remote LDAP server, please insure that this is the only ZRT client
querying this user repository, to insure that there are no double reporting:
Please input the LDAP URL value from running the command 'zmlocalconfig ldap_master_url':
ldap://ldap.hostname.com:389
Please input the LDAP password value from running the command 'zmlocalconfig -s ldap_root_password':
<password>
Please input the Customer ID provided to you from your Zimbra sales representative: 7L0CW0PLV3AG
```

Once the configuration has been entered, the ZRT client will validate and install.

```
Testing input settings...
new cron into cron file

#####
Running the ZRT Reporting Tool...
Please verify the data within the user portal at https://zimbra.flexnetoperations.com
#####

Retrieved 5 domains and 18 mailboxes.

+++++
Posting Usage: SECount:1.0: Usage: 4
Posting Usage: PECCount:1.0: Usage: 14
Posting Usage: BEPCCount:1.0: Usage: 0
Posting Usage: BEPCCount:1.0: Usage: 0
Posting Usage: EWSCCount:1.0: Usage: 3
+++++

Sending Collected usage data to: ZRTTESTLIC
Posting to End point url:
https://zimbra.compliance.flexnetoperations.com/instances/ZRTTESTLIC/desiredFeatures
```

8. Verify the reported data by logging into your account on <https://zimbra.flexnetoperations.com> and check your usage reports. Allow a few minutes for the data to update to your account.

9. Check CRON job configuration, if multiple instances exist remove all except one. Verify CRON job is able to call java. The default CRON job configuration is:

```
0 2 */3 * * /opt/zrt2/run.sh
```

Steps to modify CRON job:

“crontab -l” – To view cron jobs.

“crontab -l > systemcron” – To write to a file for editing jobs.

“vi systemcron” – To edit the file.

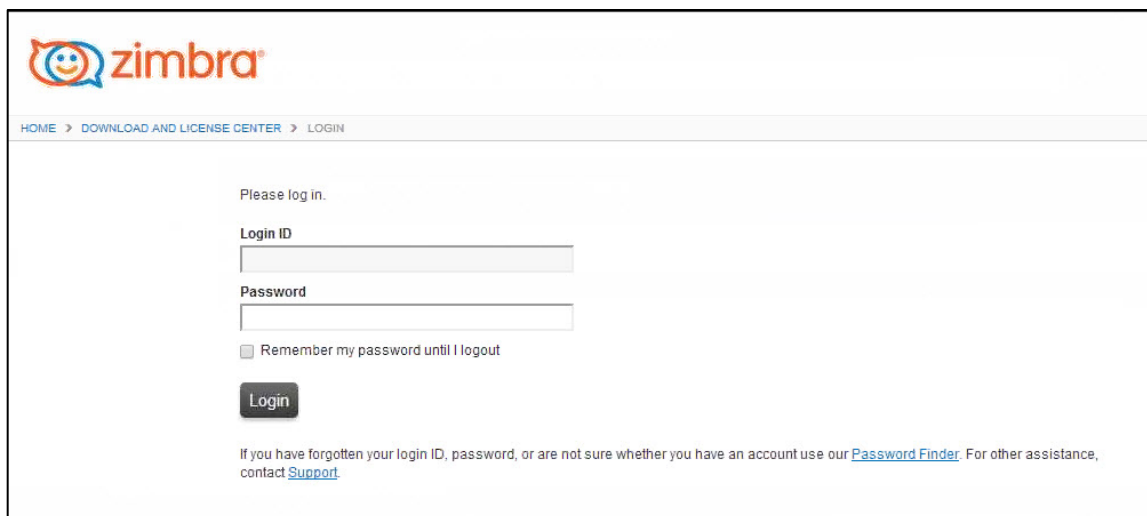
“crontab systemcron” – To update cron with removed job

## Using the Zimbra Reporting Tool

To start using the ZRT, use the steps in this section to launch the ZRT user interface and view usage reports.

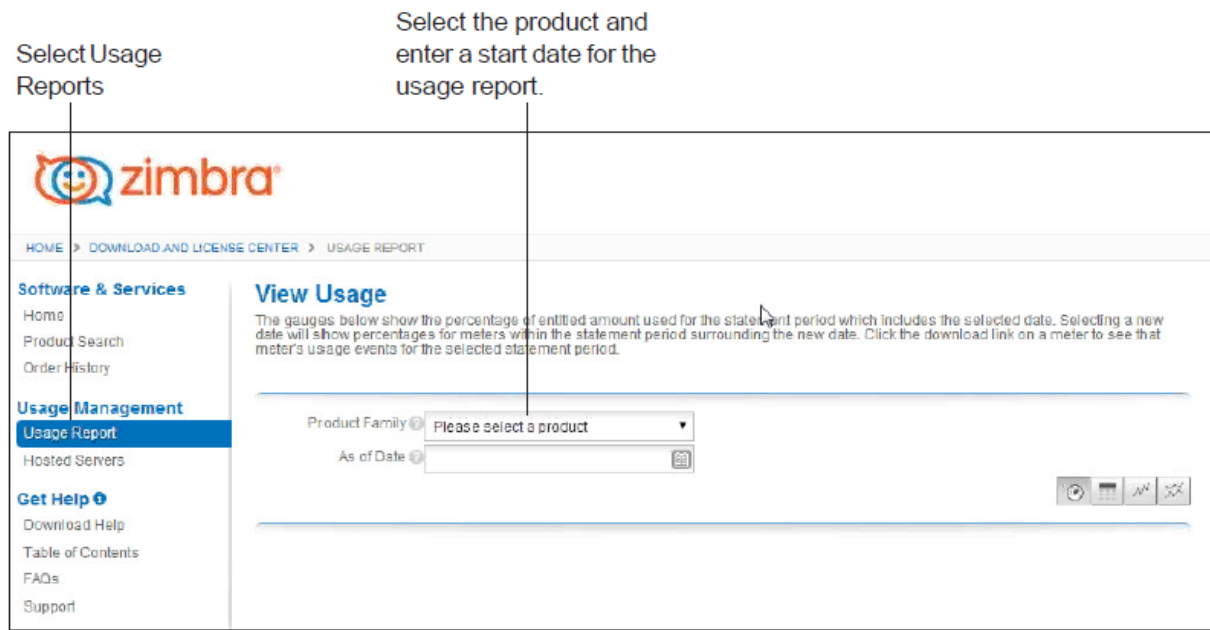
1. Obtain the ZRT download URL from your Zimbra representative. You will receive an email, or a download site is available.
2. Launch the ZRT user interface by going to <https://zimbra.flexnetoperations.com>.
3. Enter your Login ID and Password, and click Login.

If you do not know your password, or you have not set up an account, use the Password Finder link on the Login page or contact Support.



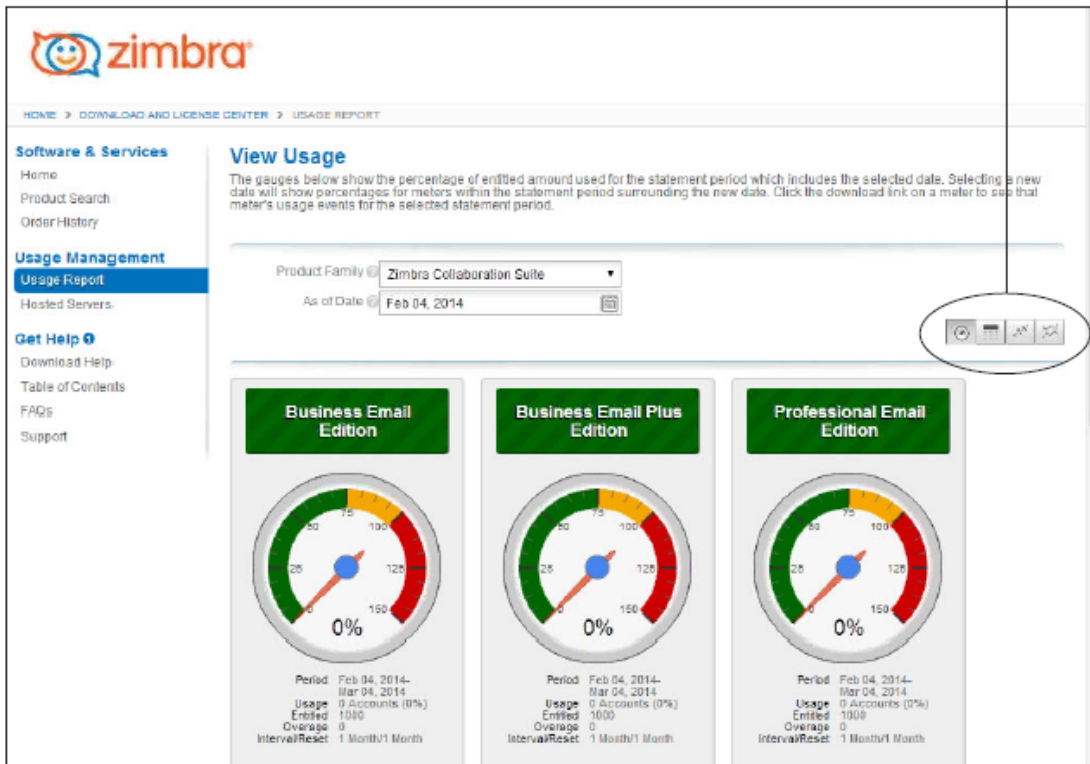
The screenshot shows the Zimbra Reporting Tool login page. At the top left is the Zimbra logo. Below it is a breadcrumb trail: HOME > DOWNLOAD AND LICENSE CENTER > LOGIN. The main content area contains the text "Please log in." followed by two input fields: "Login ID" and "Password". Below the password field is a checkbox labeled "Remember my password until I logout". A "Login" button is positioned below the checkbox. At the bottom of the form, there is a link for "Password Finder" and a link for "Support".

4. Under Usage Management, click Usage Reports. The View Usage screen displays.
5. Select a product from the Product Family drop-down menu and enter a start date in the As of Date field for the usage report.



6. After you enter your query information, the usage report displays. Select how you want to view the usage information by selecting the type of report to display. You can view the report as Gauges, Table, Timeline, or Compare Meters using the clickable icons on the right of the screen.

Select how you want to view the report.



## Appendix A – Sample Zimbra Client Properties File

A sample of the *zimbracmsclient.properties* configuration is shown below. Your attribute values might look different.

```
## RESOURCE LOADING
resources.use.url = false
resources.file = ZimbraResources.properties
resources.url = http://localhost/ZimbraResources.properties

## SERVER URL
ldap.url=ldap://192.168.2.132:xxx
ldap.cn=cn=config
ldap.password=o9DG1Cxxx
ldap.output.debug=true
endpoint.url=https://zimbra.compliance.flexnetoperations.com
device.id=Example
account.id=GZXNUKXUY0XYZ

## CAPABILITIES FOR STANDARD EDITION FEATURES
se.feature.name=SECount
```

```
se.feature.version=1.0
```

```
## CAPABILITIES FOR PROFESSIONAL EDITION FEATURES
```

```
pe.feature.name=PECount
```

```
pe.feature.version=1.0
```

```
## CAPABILITIES FOR BUSINESS EDITION FEATURES
```

```
be.feature.name=BECount
```

```
be.feature.version=1.0
```

```
## CAPABILITIES FOR BUSINESS EDITION PLUS FEATURES
```

```
bep.feature.name=BEPCount
```

```
bep.feature.version=1.0
```

```
## CAPABILITIES FOR EWS
```

```
ews.feature.name=EWSCount
```

```
ews.feature.version=1.0
```