

# **Update Best Practices**

## **ZENworks® Mobile Management 2.6.x**

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# Overview

Read this guide prior to applying an update to your ZENworks Mobile Management system.

## Overview for upgrades to ZENworks Mobile Management

- Read this guide thoroughly.
- Read the Release Notes, located on the *ZENworks Mobile Management* portal, for *ZENworks Server* and any updated *ZENworks* device application.
- Inform end-users of the date, time, and duration of the upgrade beforehand.
- If you have configured your system with multiple web servers for a Network Load Balanced setup, all servers where the *ZENworks Mobile Management Web/HTTP* component resides must be updated to the same version.
- The Update Manager automatically backs up the *ZENworks Mobile Management* SQL Database prior to the upgrade.

# ZENworks Mobile Management Server Updates

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## Upgrades to Version 2.6.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- *ZENworks Mobile Management* version 2.6.1 includes an update to the Update Manager. Once it is applied, you will be prompted to restart Update Manager. If there are no subsequent updates to apply, you may skip the restart. If there are subsequent updates to apply, restart the application and select the additional updates to continue the upgrade process.

*With the release of ZENworks Mobile Management server version 2.6.1, the following device application update is also available:*

- **ZENworks Mobile Management for Android** – Upgrade to version 2.6.1 after the server upgrade is completed. The update contains a fix that improves communication with the TouchDown application.

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## Upgrades to Versions 2.5.7 and 2.6.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- Version 2.6.0 includes a new installer.
- Install *ZENworks Mobile Management* server versions 2.5.7 and 2.6.0. Since *ZENworks Mobile Management* version 2.5.7 is an upgrade for the update management application, you will be prompted to close the *Update Manager* after v2.5.7 is installed. You must reopen *Update Manager* to apply the 2.6.0 version.
- The 2.6.0 update to the *ZENworks Mobile Management* database component may take longer than usual due to some database restructuring. Before installing, administrators should verify that the Database Cleanup Task parameters are set according to the best practice recommendations documented in our [Database Maintenance Guide](#) and that the tasks have been run prior to the update.

*With the release of ZENworks Mobile Management server version 2.6.0, the following device application update is also available for devices operating on iOS version 4.3 or greater:*

- **ZENworks Mobile Management for iOS** – Upgrade to version 2.6.0 after the server upgrade is completed. The update adds support for *TouchDown for iOS*, which can be purchased through the Apple App Store or obtained as an Enterprise App from your system administrator.

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## Upgrades to Version 2.5.5

### Notes for Upgrades to ZENworks Mobile Management server version 2.5.5

- Use the *Update Manager* application to install all patch versions.
- An upgrade to version 2.5.5 will implement some changes to the database configuration in order to prevent the transaction log from growing too large. The upgrade will shrink the database transaction log, set the maximum size for the log to 16 GB or to the size of the shrunken log plus 1 GB (whichever is greater), and enable simple recovery mode. High volume systems may want to monitor the transaction log, after the upgrade, to determine whether the maximum size should be increased beyond the value set during the upgrade.

*With the release of ZENworks Mobile Management server version 2.5.5, the following device application update is also available:*

- **ZENworks Mobile Management for Android** – Upgrade to version 2.5.5, available through the Google Play Store.