

Upgrade Guide

Novell® ZENworks® 10 Configuration Management

10.1

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About This Guide

This *Novell ZENworks 10 Configuration Management with SP1 Upgrade Guide* includes information about new enhancements in Novell® ZENworks® 10 Configuration Management with SP1 (v10.1) and information to help you successfully upgrade to Novell® ZENworks® 10 Configuration Management with SP1 (v10.1). The information in this guide is organized as follows:

- ♦ Chapter 1, “What’s New in ZENworks 10 Configuration Management with SP1 (10.1),” on page 9
- ♦ Chapter 2, “Prerequisites for Upgrading to ZENworks 10 Configuration Management with SP1,” on page 17
- ♦ Chapter 3, “Upgrading to ZENworks 10 Configuration Management with SP1,” on page 19

Audience

This guide is intended for ZENworks administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, or go to the [Novell Documentation Feedback site \(http://www.novell.com/documentation/feedback.html\)](http://www.novell.com/documentation/feedback.html) and enter your comments there.

Additional Documentation

ZENworks 10 Configuration Management is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks 10 Configuration Management with SP1 \(v10.1\) documentation Web site \(http://www.novell.com/documentation/zcm10/index.html\)](http://www.novell.com/documentation/zcm10/index.html).

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In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux*, should use forward slashes as required by your software.

What's New in ZENworks 10 Configuration Management with SP1 (10.1)

1

The following sections describe the new features in Novell® ZENworks® 10 Configuration Management with SP1 (10.1):

- ◆ Section 1.1, “New Server Platform Support,” on page 9
- ◆ Section 1.2, “New Managed Device Platform Support,” on page 10
- ◆ Section 1.3, “Support for the Oracle Database,” on page 10
- ◆ Section 1.4, “Database Migration,” on page 10
- ◆ Section 1.5, “ZENworks Configuration Management Uninstallation,” on page 10
- ◆ Section 1.6, “Administration,” on page 10
- ◆ Section 1.7, “Discovery, Deployment, and Retirement,” on page 11
- ◆ Section 1.8, “Imaging,” on page 12
- ◆ Section 1.9, “Personality Migration,” on page 12
- ◆ Section 1.10, “Reporting,” on page 13
- ◆ Section 1.11, “Policy Management,” on page 13
- ◆ Section 1.12, “Remote Management,” on page 13
- ◆ Section 1.13, “Migration,” on page 13
- ◆ Section 1.14, “Asset Management Migration,” on page 14
- ◆ Section 1.15, “Bundles and Actions,” on page 14
- ◆ Section 1.16, “Wake-on-LAN,” on page 14
- ◆ Section 1.17, “ZENworks Adaptive Agent,” on page 15

1.1 New Server Platform Support

ZENworks 10 Configuration Management has added support for the following server platforms:

- ◆ Windows Server 2008 Ent x86, x86-64
- ◆ Windows Server 2008 Std x86, x86-64

IMPORTANT: Windows Server 2008 Core is not supported as a Primary Server platform because the .NET Framework is not supported on Windows Server 2008 Core.

1.2 New Managed Device Platform Support

ZENworks 10 Configuration Management (10.1) has added support for the following managed device platforms:

- ♦ Windows Embedded XP SP3
- ♦ Windows XP Professional SP3 x86
- ♦ Windows Vista SP1 x86, x86-64 (Business, Ultimate, and Enterprise versions only; Home versions are not supported)

1.3 Support for the Oracle Database

ZENworks 10 Configuration Management (10.1) has added support for Oracle* 10g Standard - 10.2.0.1.0.

1.4 Database Migration

Database Migration in ZENworks 10 Configuration Management (10.1) allows you to migrate the data from the Sybase database (internal or external) to an Oracle database.

For more information, see “[Migrating the Data from Sybase SQL Anywhere to an Oracle Database](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

1.5 ZENworks Configuration Management Uninstallation

Uninstallation in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements:

- ♦ Retiring a managed device.
- ♦ Transferring a managed device to a different zone.
- ♦ Demoting the Satellite Server to a managed device.
- ♦ Retaining the ZENworks images on the device even after uninstalling ZENworks Configuration Management.

For more information, see “[Uninstalling ZENworks 10 Configuration Management](#)” in the *ZENworks 10 Configuration Management Installation Guide*.

1.6 Administration

Administration in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements:

- ♦ Managing Satellite servers. A Satellite Server is a managed device that can perform certain roles that a ZENworks Primary Server normally performs. A Satellite Server can be any managed device (server or workstation). When you configure a Satellite Server, you specify which roles it performs (Imaging, Collection, or Content).

- ◆ Managing credentials within the Credential Vault. The Credential Vault stores the credentials used by ZENworks 10 Configuration Management actions and tasks that require authentication to access a particular resource.
- ◆ Performing ZENworks software updates with the System Updates feature. The System Updates feature allows you to obtain updates to the Novell ZENworks 10 Configuration Management software on a timely basis, and also allows you to schedule automatic downloads of the updates.
- ◆ Assigning Roles to Administrators. You can create roles that contain a subset of rights that are particular to the role, then assign the role to your added administrators. Roles cannot be assigned to the default administrator.

For more information, see the *ZENworks 10 Configuration Management System Administration Reference*.

1.7 Discovery, Deployment, and Retirement

Discovery, Deployment, and Retirement in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements:

- ◆ Retiring and unretiring devices. If you retire a server or workstation device, the selected device is removed from your ZENworks system. When you retire a device, its GUID is retained (as opposed to when you delete a device, which also deletes its GUID). As a result, all inventory information is retained and is assessable but all policy and bundle assignments are removed. If you unretire the device in the future, its assignments are restored.
- ◆ Configuring Windows Proxy for each discovery and deployment task from a Linux Primary server by overriding the Windows Proxy settings configured at the Management Zone level.
- ◆ Configuring the discovery technologies for each discovery task by overriding the discovery technology settings configured at the Management Zone level.
- ◆ Editing the information of the discovered devices.

You can now edit fields for discovery information like OS category, OS platform, discovered type, and manufacturer if the discovered information is inadequate.

- ◆ Deploying the ZENworks Adaptive Agent to a directory other than the default directory, `%Programfiles%\Novell\ZENworks`. You can specify the directory path while creating the deployment task.
- ◆ Selecting and deploying a specific deployment package other than the default package. Newly created custom deployment packages can now be pushed to the managed devices through deployment, instead of downloading and installing them on the devices.
- ◆ Scheduling the reboot of the managed device while creating the deployment task.

After installation of the ZENworks Adaptive Agent, a device must reboot to make the Adaptive Agent functional. In addition to the existing reboot options (Immediate and Manual), ZENworks 10 Configuration Management (10.1) now allows you to schedule the reboot of the device at a specified time after deployment.

- ◆ Procuring the details for all the discovery technologies used to discover a particular IP address. The Results page of the discovery task displays detailed information of the status of the discovery technologies.

For more information, see the *ZENworks 10 Configuration Management Discovery, Deployment, and Retirement Reference*.

1.8 Imaging

Imaging in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements:

- ◆ Support for the Satellite Server with Imaging role.

You can promote a managed device that is registered to the ZENworks Server as an Imaging Satellite Server and perform Imaging operations on the device. ZENworks 10 Configuration Management (10.1) also supports replication of third-party imaging components and add-on images across Satellite Servers with the Imaging role.

- ◆ Support for Windows Vista and Windows Server 2008 through the SIDchanger.

The Security Identifier (SID) is a unique name assigned by a Windows Domain controller during the logon process, in order to identify an object. The ZENworks SIDchanger runs automatically after the image restoration on Windows Vista and Windows Server 2008 managed devices. It runs within the ZENworks imaging distro, which is a Linux environment, and changes the Windows SID within the Linux environment.

- ◆ Support for third-party Imaging.

ZENworks 10 Configuration Management (10.1) supports Microsoft ImageX, which takes the image in the WIM file format. Currently, only PXE is supported as the boot mechanism for WIM Imaging. WIM images can be taken in the following modes:

- ◆ **Automatic Mode:** In the Automatic mode, a third-party imaging bundle, which is created by using by ZENworks Control Center, can be assigned to a device, and imaging tasks configured in the bundle are performed during the next reboot of the device.
- ◆ **Maintenance Mode:** In the Maintenance mode, the Novell ZENworks Third Party Imaging utility on the managed devices allows you to take an image and restore it either on the local device or the server. The utility uses the Windows Imaging Format (WIM). The utility also allows you to add and modify the disk partitions of the device.

For more information, see the *ZENworks 10 Configuration Management Preboot Services and Imaging Reference*.

1.9 Personality Migration

Personality Migration in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements:

- ◆ Support for Vista 64-bit devices
- ◆ Migration of Acrobat Reader settings
- ◆ Localization of the product
- ◆ Storing and applying a user's personality across managed devices

For more information, see the *ZENworks 10 Personality Migration Reference*.

1.10 Reporting

Reporting in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements:

- ◆ Installing the Reporting Server from a separate media

The ZENworks Reporting Server component installation is not integrated with the ZENworks Configuration Management installation. The ZENworks Reporting Server can be installed from separate media to a device on which the ZENworks Configuration Management Server is installed.

- ◆ Uninstalling the Reporting Server
- ◆ The ZENworks Reporting Server on Linux can now report for a zone that uses the MS SQL 2005 database
- ◆ The ZENworks Reporting Server can now report for a zone that uses the Oracle 10g R1 database

For more information, see the *ZENworks 10 Configuration Management System Reporting Reference*.

1.11 Policy Management

Policy Management in ZENworks 10 Configuration Management (10.1) provides support for the plurality of the Windows Group policy.

Plurality in the Windows Group policy is applicable only for the Administrative Templates settings. All other settings, such as Security and Internet Explorer, are considered from the policy in which the setting was last effective.

For more information, see the *ZENworks 10 Configuration Management Policy Management Reference*.

1.12 Remote Management

Remote Management in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements:

- ◆ Support for the Remote Management Viewer on Linux
- ◆ Performance enhancement features:
 - ◆ Caching
 - ◆ Dynamic Bandwidth Optimization

For more information, see the *ZENworks 10 Configuration Management Remote Management Reference*.

1.13 Migration

Migration in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements:

- ◆ Uploading applications to the content server while migrating them

- ◆ Migrating distribution options in applications to ZENworks 10 Configuration Management (10.1) as an MSI or as specific actions such as Edit INI, Registry Edit, File Copy, File Removal, or Run Script
- ◆ Migrating user associations to Active Directory
- ◆ Migrating imaging assignments
- ◆ Support for migrating any combination of system requirements configured
- ◆ Configuring Web Client settings on the system hosting the Migration Utility if a proxy is enabled
- ◆ Specifying the range of associations to be listed in the source eDirectory tree

For more information, see the *ZENworks 10 Configuration Management ZENworks Migration Guide*.

1.14 Asset Management Migration

The ZENworks Asset Management Services Migration Utility, available with ZENworks 10 Configuration Management (10.1), now supports migration of asset management as well as asset inventory data.

1.15 Bundles and Actions

Bundles and Actions in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements:

- ◆ Creating or deleting a directory by using the Create/Delete Directory action.
- ◆ Configuring success codes for the Launch Windows Executable and Run Script actions.
- ◆ Editing text and INI files on a network.
- ◆ Copying files from the source directory to the destination directory based on the copy option you select.
- ◆ Adding values to a multivalued key of an Edit INI file.
- ◆ Deleting a single value from a multivalued key of an Edit INI file.
- ◆ Logged-in users can run the Install MSI and Install Network MSI actions with elevated privileges.
- ◆ Showing or hiding the bundle progress on the bundle summary page.
- ◆ Creating a shortcut for the source files by using the Copy File action.

For more information, see the *ZENworks 10 Configuration Management Software Distribution Reference*.

1.16 Wake-on-LAN

Wake-on-LAN in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements

- ◆ Wake up a powered-off device which is in a different subnet using proxy server.
- ◆ Zman commands to wake up a powered-off device which is in different subnets using proxy server.

For more information on waking up the powered-off device, see the *ZENworks 10 Configuration Management Remote Management Reference* and for more information on zman commands, see the *ZENworks Command Line Utilities*.

1.17 ZENworks Adaptive Agent

ZENworks Adaptive Agent in ZENworks 10 Configuration Management (10.1) provides the following new features or enhancements

- ◆ Hide the ZENworks Icon in the notification area of the managed device.

Prerequisites for Upgrading to ZENworks 10 Configuration Management with SP1

2

The following requirements must be met before you can upgrade a previous version of Novell® ZENworks® 10 Configuration Management to ZENworks 10 Configuration Management with SP1 (v10.1):

- ♦ Minimum requirements for ZENworks 10 Configuration Management with SP1 (v10.1)

For more information, see “[Minimum Requirements](#)” in the *ZENworks 10 Configuration Management Installation Guide*.

- ♦ ZENworks 10 Configuration Management (v10.0.3)

If you are at ZENworks 10 Configuration Management (versions 10.0.1 or 10.0.2), you can update directly to version 10.0.3 by using the System Update feature because these updates are cumulative. For more information, see “[ZENworks System Updates](#)” in the *ZENworks 10 Configuration Management System Administration Reference*, which is archived in PDFs at the bottom of the [Novell ZENworks 10 Configuration Management with SP1 documentation Web site \(http://www.novell.com/documentation/zcm10\)](http://www.novell.com/documentation/zcm10).

IMPORTANT: Because of changes to System Update, managed devices cannot be upgraded from versions 10.0.1 or 10.0.2 directly to 10.1. You must first upgrade those devices to 10.0.3. If for some reason, you have managed devices in your ZENworks Management Zone that are at 10.0.1 or 10.0.2 after you upgrade to 10.1, you must manually create a bundle to apply the 10.0.3 upgrade to those devices prior to upgrading those devices to 10.1 using System Update. For example, you might have 10.01 or 10.0.2 devices after upgrading to 10.1 if their owners did not log in to the ZENworks system for an extended period of time due to a long vacation or sabbatical. For more information, see TID 7001131 on the [Novell Support Web site \(http://www.novell.com/support/\)](http://www.novell.com/support/).

Upgrading to ZENworks 10 Configuration Management with SP1

3

Perform the tasks in the following sections to upgrade to Novell® ZENworks® 10 Configuration Management with SP1 (v10.1):

- ♦ Section 3.1, “Understanding What the Upgrade Does,” on page 19
- ♦ Section 3.2, “Understanding What the Upgrade Does Not Do,” on page 19
- ♦ Section 3.3, “Preparing to Upgrade,” on page 20
- ♦ Section 3.4, “Upgrading from ZENworks 10 (v10.0.3),” on page 22
- ♦ Section 3.5, “Post-Upgrade Tasks,” on page 29
- ♦ Section 3.6, “Manually Importing the System Update to Upgrade Other Managed Devices,” on page 31

3.1 Understanding What the Upgrade Does

You can directly upgrade from ZENworks 10 Configuration Management (v10.0.3) to ZENworks 10 Configuration Management with SP1 (v10.1). However, to upgrade from versions 10.0.0, 10.0.1, or 10.0.2, you must first upgrade those versions to version 10.0.3 using the System Update feature (see “ZENworks System Updates” in the *ZENworks 10 Configuration Management System Administration Reference*, which is archived in PDFs at the bottom of the [Novell ZENworks 10 Configuration Management documentation Web site \(http://www.novell.com/documentation/zcm10\)](http://www.novell.com/documentation/zcm10)). Because updates are cumulative, you can directly update from versions 10.0.0, 10.0.1, or 10.0.2 to version 10.0.3 in preparation for upgrading to ZENworks 10 Configuration Management with SP1 (v10.1).

The upgrade does the following:

- ♦ Makes Management Zone-wide upgrades before upgrading any devices
- ♦ Upgrades the ZENworks database (done when the first server is upgraded)
- ♦ Individually upgrades Primary Servers in the Management Zone
- ♦ Upgrades all ZENworks 10 Configuration Management components on the Primary Servers, including Configuration Management, Asset Management, Asset Inventory, and Patch Management
- ♦ Upgrades the ZENworks Adaptive Agent on all other managed devices through System Update

3.2 Understanding What the Upgrade Does Not Do

You cannot migrate the custom reports created in ZENworks 10 Configuration Management to ZENworks 10 Configuration Management with SP1 (v10.1). You must recreate these reports on the ZENworks Reporting Server.

3.3 Preparing to Upgrade

Do the following to prepare for upgrading to ZENworks 10 Configuration Management with SP1 (v10.1):

- ♦ **Back up your ZENworks database:** If you are using the embedded Sybase SQL Anywhere database, use the `zman database-backup` command to back up the database.

From the command line, enter `zman db c:\temp` to create the backup files (with the `.db` and `.log` extensions) in the `\temp` directory. If the `\temp` directory does not exist, it will be created. You must know the database administrator username and password.

Content is not backed up (bundles and policies). Content resides on your filesystem and should not be affected by the upgrade.

For more detailed information, see “[Backing Up the Embedded Sybase SQL Anywhere Database](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

If you are using another type of database, consult your database administrator or your database product’s documentation for more information.

- ♦ **Close all connections to the ZENworks database by stopping all ZENworks services on any Primary Server that is not being upgraded:** Stop all ZENworks services on any ZENworks Server that is not being upgraded to remove any locks in the database.

You must stop services on all servers assigned with the Configuration role. To view the servers with the Configuration role, in ZENworks Control Center, click *Configuration* > click *Infrastructure Management* on the Configuration page > click *Closest Server Default Rule*. Any servers listed in the Configuration Servers list have the Configuration role and must have their services stopped.

To stop the ZENworks services:

1. From a command prompt on each ZENworks server in the zone, enter the following command:

```
novell-zenworks-configure -c StartConfigureAction
```

A list displays with two sections: *Services* and *Actions*. The *Services* section lists all ZENworks services that are running. The *Actions* section lists the actions that you can perform (*Start*, *Stop*, and *Restart*). The number next to the *Stop* action varies depending on how many services are running.

2. Type the number next to *Stop* to shut down all ZENworks services, then press Enter twice.

To verify that the ZENworks services are stopped, repeat this procedure.

- ♦ **Ensure that the database service is active:** Make sure that the server hosting the database is running with its database service active.
 - ♦ **On Windows:** Do the following:
 1. From the Windows desktop *Start* menu, click *Settings* > *Control Panel*.
 2. Double-click *Administrative Tools* > *Services*.
 3. The status of the *Novell ZENworks Embedded Datastore* service must be *Started*.
 - ♦ **On Linux:** At the console prompt, enter `/etc/init.d/sybase-asa status`.
- ♦ **(Conditional) Stop all ZENworks services on the Primary Server being upgraded:** You have the option during upgrading to have the upgrade program do this for you. If you want to do this manually, see the information [Stop ZENworks services](#).

If you obtained the ZENworks upgrade software as an ISO image download, do one of the following to create the upgrade DVD:

- ♦ [Section 3.3.1, “Using Windows to Create a ZENworks Installation DVD from an ISO Image,” on page 21](#)
- ♦ [Section 3.3.2, “Using Linux to Create a ZENworks Installation DVD from an ISO Image,” on page 21](#)

3.3.1 Using Windows to Create a ZENworks Installation DVD from an ISO Image

- 1 Download the ZENworks 10 Configuration Management with SP1 (v10.1) upgrade ISO image from the [Novell Web site \(http://www.novell.com/\)](http://www.novell.com/) and copy it to a temporary location on your Windows device.
- 2 Burn the ISO image to a DVD.

3.3.2 Using Linux to Create a ZENworks Installation DVD from an ISO Image

Optionally, you can simply run the upgrade program from the ISO mount point, instead of burning the DVD.

To create the DVD:

- 1 Download the ZENworks 10 Configuration Management with SP1 (v10.1) upgrade ISO image from the [Novell Web site \(http://www.novell.com/\)](http://www.novell.com/) and copy it to a temporary location on your Linux device.
- 2 Burn the ISO image to a DVD.

NOTE: Instead of creating a DVD, you can mount the ISO image by using the following command:

```
mount -o loop /tempfolderpath/isoimagename.iso mountpoint
```

Replace *tempfolderpath* with the path to the temporary folder, replace *isoimagename* with the ZENworks ISO filename, and replace *mountpoint* with the path to the file system location where you want to mount the image. The path specified by *mountpoint* must already exist.

For example:

```
mount -o loop /zcm101/ZCM101upgr.iso /zcm101/upgrade
```

3.4 Upgrading from ZENworks 10 (v10.0.3)

The following upgrade process should be followed:

1. Stop the Novell ZENworks services on all Primary Servers, except for the database service on the Primary Server hosting the ZENworks database. (See [Section 3.3, “Preparing to Upgrade,”](#) on page 20.)

When upgrading the first server, the upgrade sets up upgrading all of the non-Primary Server managed devices in the Management Zone. This is accomplished by using the System Update feature, which is started during the post-installation procedures. All Primary Servers in the Management Zone must have their ZENworks services stopped in order to keep other managed devices that get updated via System Update from attempting to connect with a Primary Server that has not yet been updated.

2. Upgrade the Primary Server that was created when you established the Management Zone.

Regardless of where the ZENworks database is hosted, as long as this first server is running with the database service active, the database is upgraded while you are upgrading this first Primary Server.

3. Upgrade all other Primary Servers in the Management Zone (order doesn't matter).

A Primary Server's ZENworks services are started after each server is upgraded. Because the first Primary Server upgrade also upgraded the ZENworks database, the other upgraded Primary Servers can also communicate with the upgraded database and other upgraded managed devices.

4. Upgrade all Primary Servers before upgrading managed devices.

Because of the requirement to have all non-upgraded Primary servers' services down until they have been upgraded, best practice is to upgrade all Primary Servers before upgrading managed devices. Because of Closest Server Rules, if you upgrade just one Primary Server before upgrading managed devices, those managed devices will start connecting to that Primary Server. Depending on the number of managed devices in your system, this can cause performance issues.

You can upgrade by using a graphical user interface (GUI) program or a command line (Linux only):

- ♦ [Section 3.4.1, “Using a GUI to Upgrade Linux and Windows Servers,”](#) on page 22
- ♦ [Section 3.4.2, “Using a Command Line to Upgrade a Linux Server,”](#) on page 27

3.4.1 Using a GUI to Upgrade Linux and Windows Servers

- 1 Select the Primary Server to be upgraded.

First upgrade the Primary Server that was used to create the Management Zone. Then select the other Primary Servers for upgrading (in any order).

IMPORTANT: If the first Primary Server that you upgrade is not hosting the ZENworks database, make sure that the server hosting the database is running with the database service active, but with no other server connected to it during the upgrade process on this first server.

- 2 To start the ZENworks 10 Configuration Management with SP1 (v10.1) upgrade program, open a DOS window or Linux terminal, browse to the root of the upgrade media, then enter the appropriate command:

- ♦ **Linux:**

```
setup.sh
```

- ◆ **Windows:**

```
setup.exe
```

The installation program automatically determines whether it needs to install new or just upgrade by detecting the currently installed version, if any. In order to upgrade to version 10.1, version 10.0.3 must be installed.

- 3 During upgrading, refer to the information in [Table 3-1, “Installation Information,” on page 24](#) for details on the upgrade data that you need to know.

If you are using the GUI upgrade, you can also click the *Help* button for similar information.

- 4 After the upgrade has completed and the ZENworks services have restarted, do any of the following to verify that ZENworks 10 Configuration Management with SP1 (v10.1) is running:

- ◆ **Run ZENworks Control Center:**

If ZENworks Control Center did not automatically start, use the following URL to open ZENworks Control Center in a Web browser:

```
https://DNS_name_or_IP_address_of_Primary_Server/zenworks
```

This can be done either on the server where you just installed ZENworks, or on a managed workstation.

- ◆ **Check the Windows services by using the GUI:**

On the server, click *Start*, select *Administrative Tools > Services*, then review the status of the *Novell ZENworks Loader* and *Novell ZENworks Server* services.

If they are not running, start the ZENworks services. Right-click the *Novell ZENworks Server* service, select *Start*, right-click the *Novell ZENworks Loader* service, then select *Start*.

Alternatively, you can use the *Restart* option for *Novell ZENworks Server* to stop all of the related services, which stops then starts each of them in their correct order, including *Novell ZENworks Loader*.

- ◆ **Check the Linux services by using the configuration command:**

On the server, run the following command:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c SystemStatus
```

This lists all ZENworks services and their statuses.

To start the services, run the following command:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

- ◆ **Check the Linux services by using the specific service command:**

On the server, run the following commands:

```
/etc/init.d/novell-zenserver status
```

```
/etc/init.d/novell-zenloader status
```

If the services are not running, run the following commands to start the ZENworks services:

```
/etc/init.d/novell-zenserver start
```

```
/etc/init.d/novell-zenloader start
```

- 5 To upgrade another Primary Server, repeat from **Step 1**.

IMPORTANT: Repeat these steps until all Primary Servers in the Management Zone have been upgraded. Other managed devices that have their ZENworks Adaptive Agents upgraded by System Update should not be allowed to contact a Primary Server that has not yet been upgraded.

The upgrade information you need is listed in the order of the installation flow:

Table 3-1 *Installation Information*

Installation Information	Explanation
License agreement	If you disagree with the license agreement, the upgrade program quits.
First server upgrade?	Select whether this is the first server in the Management Zone to be upgraded, or another server. If it is the first server, the ZENworks database is upgraded at the same time.
Upgrade instructions	Before continuing, make sure you have met all of the requirements listed in these instructions.
Zone administrator information	Specify the Management Zone administrator's login name and password.
License key	Specify the license keys that you obtained when you purchased the ZENworks 10 Configuration Management with SP1 (v10.1) upgrade.
Stopping ZENworks services	All ZENworks services on the server being upgraded must be stopped, except for the database service. Even if you stopped these services manually before starting the upgrade program, you can click <i>Yes, Stop the Running Services</i> to make sure that you did not miss any.

Installation Information	Explanation
Pre-upgrade summary	<p>To make changes to any information entered up to this point, click <i>Previous</i>.</p> <p>After you click <i>Install</i>, you are given a warning that after updating the database schema you cannot undo those changes. Click <i>Yes</i> to proceed with the upgrade or click <i>Cancel</i> to stop the upgrade process and exit the program.</p> <p>The following fields are displayed in the summary:</p> <p>ZENworks Home Directory: Displays the location on the Primary Server where the ZENworks software to be upgraded is installed.</p> <p>Upgrade Database: Indicates whether the ZENworks database will be upgraded. Its status is automatically checked by the program to see whether it needs to be upgraded.</p> <p>ZENworks 10 Configuration Management License: Displays the license number that you entered in a previous upgrade wizard page.</p> <p>ZENworks 10 Asset Management License: Displays the license number that you entered in a previous upgrade wizard page, if any.</p> <p>Asset Inventory for Unix/Linux License: Displays the license number that you entered in a previous upgrade wizard page, if any.</p>
Upgrading process	<p>The upgrade process takes several minutes, depending on the capabilities of the hardware.</p> <p>During upgrading, you can click <i>Cancel</i> to stop, which leaves changes in the files that were upgraded up to that point. Contact Novell for more information on what to do after canceling.</p>
Upgrading errors	<p>If there are errors during upgrading, this page is displayed indicating that there were errors. You can continue or abort the upgrade.</p> <p>To determine whether to continue the upgrade or abort, click <i>View Log</i> to review the log file that lists the errors and determine if any installation failures were significant enough to abort. If you select to continue, resolve the issues that are noted in the log after the upgrade has finished.</p>

Installation Information	Explanation
Post-upgrade actions	<p data-bbox="451 285 1349 338">Options are presented for selecting actions to perform after the software upgrade has been successfully completed.</p> <p data-bbox="451 365 1328 420">A page displays the options listed below. Some items are selected by default. Click any check box to select or deselect the option, then click <i>Next</i> to continue.</p> <p data-bbox="451 445 894 470">Select from the following possible actions:</p> <ul data-bbox="477 495 1349 1570" style="list-style-type: none"> <li data-bbox="477 495 1349 667">♦ Run System Update Deployment Engine: Launches the System Update process in the background to download the ZENworks Adaptive Agent update to your ZENworks Server. After the update is downloaded, you must deploy the Agent update to managed devices. For more information, see “ZENworks System Updates” in the <i>ZENworks 10 Configuration Management System Administration Reference</i>. <p data-bbox="506 693 1328 779">If you do not select this action, you can import the update manually. For more information, see Section 3.6, “Manually Importing the System Update to Upgrade Other Managed Devices,” on page 31.</p> <p data-bbox="506 804 1349 976">The Inventory-Only module, used to collect inventory information from Windows devices that do not meet the requirements for deploying the Adaptive Agent, or Linux, NetWare®, or Macintosh OS X devices, is not upgraded through the upgrade process. For more information, see “Deploying the Inventory-Only Module” in the <i>ZENworks 10 Configuration Management Discovery, Deployment, and Retirement Reference</i>.</p> <li data-bbox="477 993 1349 1079">♦ Run ZENworks System Status Utility: Launches a ZENworks services heartbeat check prior to closing the upgrade program. Results are posted in the installation log. <li data-bbox="477 1094 1349 1234">♦ Run ZENworks Control Center: (GUI installation only) Automatically opens ZENworks Control Center in your default Web browser after the ZENworks services have been restarted (Windows only), or immediately if you upgraded a Linux server. For a Linux upgrade without a GUI, a GUI-enabled device must be used to run ZENworks Control Center. <li data-bbox="477 1249 1321 1304">♦ Place a shortcut to ZENworks Control Center on the Desktop: (Windows only) Places the shortcut on your desktop. <li data-bbox="477 1318 1341 1373">♦ Place a shortcut to ZENworks Control Center in the Start Menu: (Windows only) Places the shortcut in your Start menu. <li data-bbox="477 1388 1349 1503">♦ View Readme file: For GUI installations, opens the ZENworks 10 Configuration Management with SP1 (v10.1) Readme in your default browser after rebooting (Windows only), or immediately if you select to reboot manually or you installed to a Linux server. <li data-bbox="477 1518 1349 1570">♦ View Installation log: Displays the installation log in your default XML viewer (GUI installation) after rebooting, or immediately if you select to reboot manually.
System Update location for upgrading the ZENworks Adaptive Agents	<p data-bbox="451 1598 1349 1652">If your upgrade media is in the DVD-ROM drive (or is mounted in Linux), the installer automatically locates the update location on the media. Click <i>Next</i> to continue.</p> <p data-bbox="451 1677 1312 1732">The ZENworks Adaptive Agent is upgraded by System Update on each managed device (except Primary Servers).</p> <p data-bbox="451 1757 1256 1812">For more information, see “ZENworks System Updates” in the <i>ZENworks 10 Configuration Management System Administration Reference</i>.</p>

Installation Information	Explanation
Upgrade completion	<p>The actions you selected previously are performed, including:</p> <ul style="list-style-type: none"> ◆ Upgrading the ZENworks database (done when the first Primary Server is upgraded) ◆ Upgrading all ZENworks components installed on the Primary Server ◆ Applying the latest system updates for ZENworks 10 Configuration Management with SP1 (v10.1) ◆ Upgrading the ZENworks Adaptive Agents on all other managed devices using System Update ◆ (Windows only) Creating the ZENworks Adaptive Agent icon in the notification area (system tray) ◆ (Windows only) Creating the ZENworks Control Center icon on the desktop or Start menu ◆ Displaying the Readme ◆ Displaying the installation log file ◆ Opening ZENworks Control Center on the server

3.4.2 Using a Command Line to Upgrade a Linux Server

For the command line method, you can type `back` and press Enter to return to a previous installation option to make changes.

- 1 Select the Primary Server to be upgraded.

First upgrade the Primary Server that was used to create the Management Zone. Then select the other Primary Servers for upgrading (in any order).

IMPORTANT: If the first Primary Server that you upgrade is not hosting the ZENworks database, make sure that the server hosting the database is running with the database service active, but with no other server connected to it during the upgrade process on this first server.

- 2 Start the ZENworks 10 Configuration Management with SP1 (v10.1) upgrade program, open a Linux terminal, browse to the root of the upgrade media, then enter the following command:

```
setup.sh --console
```

or

```
setup.sh -e
```

- 3 Review the introduction, then press Enter to continue.

- 4 To accept the license agreement, type 1 and press Enter.

English is the default language. Select the number corresponding to your language to continue.

If you disagree, the upgrade quits.

- 5 Do one of the following:

- ◆ To install to the first server in the Management Zone, press Enter to select the default (1).
- ◆ To install to another server, type 2, press Enter to accept the change, then press Enter again to continue.

- 6 (First Primary Server upgraded only) Review the upgrade instructions, then press Enter when you are ready to continue.
- 7 On the *Enter the zone administrative user's name* line, press Enter to accept the default (Administrator), or specify an administrator name, then press Enter.
- 8 Specify a password for the administrator, then press Enter.
- 9 (First Primary Server upgraded only) Specify the license keys that you obtained for the upgrade, pressing Enter for each one.

Where you don't specify a license key, just press Enter to continue.

- 10 To have ZENworks automatically stop the services on this server, press Enter; otherwise, type 2 and press enter.

In preparing to upgrade, you should have already stopped the services on all Primary Servers in the Management Zone. Even if you stopped these services manually before starting the upgrade program, you can select 1 to make sure that you did not miss any.

Except for the database service, no ZENworks service can be running during the upgrade.

- 11 Review the pre-upgrade summary, then press Enter to continue.

If you are upgrading the other Primary Servers in the Management Zone, the upgrade starts when you press Enter for this step.

- 12 (First Primary Server upgraded only) To continue and upgrade the ZENworks database, press Enter; otherwise, enter n and press Enter to exit the program if you do not want the ZENworks database to be upgraded.

The installation process begins. It takes several minutes with the length depending on the hardware capabilities. A progress indicator is displayed during installation.

- 13 When *Post Installation Options* is displayed, the following options are available on Linux ZENworks servers:

- ♦ **[1] Run System Update:** Launches the System Update process in the background to update the ZENworks Adaptive Agents on the managed devices in the Management Zone. System Update uses information supplied on the upgrade media. If the path cannot be found, a wizard page is displayed where you can browse for the `update.xml` file. For more information, see “ZENworks System Updates” in the *ZENworks 10 Configuration Management System Administration Reference*.
- ♦ **[2] Run ZENworks Heartbeat Check:** Launches a ZENworks services heartbeat check prior to closing the upgrade program. Results are posted in the installation log.
- ♦ **[3] Run ZENworks Control Center:** Automatically opens ZENworks Control Center in your default Web browser. However, for a Linux upgrade from the command line, the server must be GUI-enabled in order to run ZENworks Control Center.
- ♦ **[4] View the Readme file:** The URL to the Readme is listed.
- ♦ **[5] View the Installation Log:** The information is listed in the terminal view.

Do one of the following:

- ♦ To accept the default selections and continue, press Enter.
- ♦ To reverse the status of a selection, type the number for each item you want to change, using a comma to separate each number, then press Enter to effect the changes and continue.

The selected items are done and the upgrade is completed.

- 14 When *Installation Complete* is displayed, press Enter to continue.

If errors are indicated, see the installation log in `\novell\zenworks\logs` (Windows) or `/Novell/ZENworks/logs` (Linux).

- 15** When *ZENworks System Status* is displayed, press Enter to finish.

This is displayed if the upgrade was successful.

IMPORTANT: If you plan to run any `zman` commands in the current session after upgrading through the command line, you need to get the newly upgraded `/opt/novell/zenworks/bin` directory into your session's path. To do so, log out of your session and log back in to reset the `PATH` variable.

- 16** Do any of the following to verify that ZENworks 10 Configuration Management with SP1 (v10.1) is running:

- ◆ **Run ZENworks Control Center**

If ZENworks Control Center did not automatically start, use the following URL to open ZENworks Control Center in a Web browser:

```
https://DNS_name_or_IP_address_of_Primary_Server/zenworks
```

This can be done either on the server where you just installed ZENworks, on a managed workstation, or on any device from which the server is accessible.

- ◆ **Check the Linux services by using the configuration command**

On the server, run the following command:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c SystemStatus
```

This lists all ZENworks services and their statuses.

To start the services, run the following command:

```
/opt/novell/zenworks/bin/novell-zenworks-configure -c Start
```

- ◆ **Check the Linux services by using the specific service commands**

On the server, run the following commands:

```
/etc/init.d/novell-zenserver status
```

```
/etc/init.d/novell-zenloader status
```

If the services are not running, run the following commands to start the ZENworks services:

```
/etc/init.d/novell-zenserver start
```

```
/etc/init.d/novell-zenloader start
```

- 17** To upgrade another Primary Server, repeat from **Step 1**.

3.5 Post-Upgrade Tasks

Review the following sections:

- ◆ [Section 3.5.1, “Post-Upgrade Tasks for Reporting Server,” on page 30](#)
- ◆ [Section 3.5.2, “Reinstalling the Novell File Upload Extension,” on page 31](#)

3.5.1 Post-Upgrade Tasks for Reporting Server

If the BusinessObjects Enterprise server is installed on the ZENworks 10 Configuration Management Primary Server, BusinessObjects Enterprise ceases to work when you upgrade the server to ZENworks 10 Configuration Management (10.1).

To continue to create and generate ZENworks Reports:

- 1 Upgrade the ZENworks 10 Configuration Management (10.1) Primary Server to Update for ZENworks Configuration Management (10.1.1). For more information, see “ZENworks System Updates” in the *ZENworks 10 Configuration Management System Administration Reference*.
- 2 Uninstall the BusinessObjects Enterprise Server from the Primary Server.
 - ♦ **On Windows:** Do the following:
 1. Log in as an administrator.
 2. On the desktop, click *Start > Settings > Control Panel*.
 3. Double-click *Add or Remove Programs* and uninstall BusinessObjects Enterprise Server.
 4. At the command prompt, go to the `%ZENWORKS_HOME%\share\pmrboecleanup` directory.
 5. Run the `pmrboecleanup.bat` file.
 6. To view the log information, go to `%ZENWORKS_HOME%\logs\pmrboepostuninstall.log`.
 - ♦ **On Linux:** Do the following:
 1. Log in as `root`.
 2. Stop the BusinessObjects Enterprise services by running the following command:

```
/etc/init.d/BobjEnterprise115 stop
```
 3. Uninstall the BusinessObjects Enterprise Server by running the following command:

```
/opt/novell/zenworks/share/boe/bobje/uninstallBOBJE.sh
```
 4. Navigate to the `/opt/novell/zenworks/share/pmrboecleanup` directory.
 5. Run the `pmrboecleanup.sh` script file.
 6. To view the log information, go to `/var/opt/novell/log/zenworks/pmrboepostuninstall.log`.
- 3 Install the Reporting Server either on the same Primary Server from which you have uninstalled the BusinessObjects Enterprise Server, or on a different server. For more information on installing the Reporting Server, see the *ZENworks 10 Configuration Management Reporting Server Installation Guide*.
- 4 (Conditional) Do not run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file bundled with Update for ZENworks Configuration Management (10.1.1) on the Primary Server that has the Reporting Server installed. If you run the file, the Reporting Server is removed from the Primary Server. To resolve this issue, upgrade to Update for ZENworks Configuration Management (10.1.2). The Reporting Server is not removed from the Primary Server when you subsequently run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file.

3.5.2 Reinstalling the Novell File Upload Extension

If the ZENworks 10 Configuration Management File Upload extension is already installed on the server which is running ZENworks Control Center, you must do the following before performing any third-party Imaging operations:

- 1 Uninstall the Novell File Upload extension.

On Internet Explorer: Perform the following steps:

1. Close all instances of the Internet Explorer* browser.
2. Start a new instance of the browser.
3. Click *Tools > Internet Options > General*.
4. In the *Browsing History* panel, click *Settings*.
5. In the Temporary Internet Files and History Settings window, click *View Objects*.
6. In the Downloaded Program Files window, right-click `NFileUpload Class`, then click *Remove*.

On Firefox: Perform the following steps:

1. Click *Tools > Add-ons*.
2. In the *Add-ons* window, click `Novell ZENworks File Upload Extension 10.1.0`, then click *Uninstall*.
3. Close the Firefox* browser.
4. Locate the `Firefox_Install_directory/plugins` directory and delete the `npzenworks.dll` and `nsINZENScriptablePlugin.xpt` files from the directory.
5. Restart Firefox.

- 2 Install ZENworks 10 Configuration Management (10.1) File Upload extension. The next time you use ZENworks Control Center to browse for file paths and upload files, you are prompted to install the latest Novell File Upload Extension. Follow the prompts to install the Novell File Upload extension.

3.6 Manually Importing the System Update to Upgrade Other Managed Devices

If you did not select to import the System Update required to upgrade other managed devices when upgrading your ZENworks servers (the *Run System Update Deployment Engine* option; see “**Post-upgrade actions**” on page 26), you can run the following commands to import them:

- ♦ **Windows:** `installation_location\novell\zenworks\bin\novell-zenworks-configure -c ImportUpdate`
- ♦ **Linux:** `/opt/novell/zenworks/bin/novell-zenworks-configure -c ImportUpdate`

Documentation Updates

A

This section contains information on documentation content changes that were made in this *Upgrade Guide* after the initial release of Novell® ZENworks® 10 Configuration Management. The changes are listed according to the date they were published.

The documentation for this product is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the changes listed in this section.

If you need to know whether a copy of the PDF documentation that you are using is the most recent, the PDF document includes a publication date on the title page.

The documentation was updated on the following dates:

- ♦ Section A.1, “December 3, 2008: Update for ZENworks Configuration Management (10.1.2),” on page 33
- ♦ Section A.2, “October 8, 2008: Update for ZENworks Configuration Management (10.1.1),” on page 33

A.1 December 3, 2008: Update for ZENworks Configuration Management (10.1.2)

Updates were made to the following sections:

Location	Update
Section 3.5.1, “Post-Upgrade Tasks for Reporting Server,” on page 30	Updated this section.

A.2 October 8, 2008: Update for ZENworks Configuration Management (10.1.1)

Updates were made to the following sections:

Location	Update
Section 3.5.1, “Post-Upgrade Tasks for Reporting Server,” on page 30	Added this section.