

# ZENworks - Do I Install, Upgrade, or Update?

## Understand Whether the Release Qualifies for Installation, Upgrade, Or System Update

Please refer to the following sections to understand which process is appropriate for your current ZENworks environment:

- ◆ **New Installation:**

If ZENworks is not installed, you need to perform a new installation. With the new installation process, you install one or more ZENworks Primary Servers and deploy the ZENworks Agent to the devices you want to manage.

ZENworks 24.2 does not support fresh installation. However, you can use ZENworks 23.4 for new installation.

Primary Server installation and ZENworks Agent deployment instructions are provided in the [New Installation](#) section of the [documentation site](#).

- ◆ **Migration:** The ZENworks system architecture changed dramatically with the release of ZENworks 10. If you have one of the pre-ZENworks 10 products listed below, you can perform a new installation to create a ZENworks 2020 system and then migrate data from that product into the new system:

- ◆ ZENworks for Desktops 4.0.1
- ◆ ZENworks Desktop Management 6.5
- ◆ ZENworks 7.x Desktop Management
- ◆ ZENworks Asset Management 7.5
- ◆ ZENworks 7.2 Linux Management with IR2 or later

Migration instructions are provided in the [Migration](#) section of the [documentation site \(http://www.novell.com/documentation/zenworks114\)](http://www.novell.com/documentation/zenworks114)

- ◆ **Upgrade:** Upgrade applies to ZENworks 2020 Update 2 version only. You can upgrade from ZENworks 2020 or ZENworks 2020 Update 1 to ZENworks 2020 Update 2.

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**NOTE:**

- ◆ The upgrade is not applicable to ZENworks 2020 Update 1, ZENworks 2020 Update 3, ZENworks 23.3, ZENworks 23.4 versions and ZENworks 24.2.
  - ◆ You cannot upgrade a zone from ZENworks 2017.x to ZENworks 2020 Update 2 directly.
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Upgrade instructions are provided in the [Upgrade](#) section of the [documentation site](#).

◆ **System Update:**

System update applies to the ZENworks 23.4, ZENworks 23.3 and ZENworks 2020 Update 3 versions only. You can update the Primary Server from ZENworks 23.4 to ZENworks 24.2.

You can update the Satellite Servers and Managed Devices directly from ZENworks 2017 Update 2 and later versions to ZENworks 24.2.

To upgrade your zone to ZENworks 24.2, you need to upgrade all your Primary Servers to ZENworks 23.4 first and then upgrade to ZENworks 24.2. No need to update Managed Devices or Satellite Servers to ZENworks 23.4. After upgrading your Primary Servers to ZENworks 24.2, you can directly deploy the update to all the Managed Devices and Satellite Servers.

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**IMPORTANT:** ZENworks no longer supports Windows Server as a Primary Server from version 24.2 onwards. For more information, see [End of Support for Windows Primary Server](#).

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System update instructions are provided in the [System Update](#) section of the [documentation site](#).

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