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ZENworks
Update Satellites and Managed Devices Guide

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About This Guide

This guide includes information about new enhancements in ZENworks 2020 Update 3 and information to help you successfully upgrade to this release.

The information in this guide is organized as follows:

- Chapter 1, “Updating Satellites and Managed Devices to ZENworks,” on page 7

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 comment on this topic link at the bottom of each page of the online documentation.

Additional Documentation

ZENworks is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product.

1 Updating Satellites and Managed Devices to ZENworks

To update the managed devices and Satellite Servers to ZENworks, review the following sections:

- "Prerequisites for Updating Satellite Servers or Managed Devices" on page 7
- "Supporting ZENworks 2017 Device Upgrades" on page 7
- "Updating Satellite Servers and Managed Devices" on page 8

Prerequisites for Updating Satellite Servers or Managed Devices

Before updating a Satellite Server or managed device, you must complete the following tasks:

NOTE: For information about the supported versions, see the ZENworks System Requirements.

- Ensure that the device meets the minimum system requirements for ZENworks.

  For more information on managed device requirements, see ZENworks System Requirements.
- Ensure that the Microsoft .NET 4.8, or later framework and its latest updates are installed and running on the device.
- Ensure that the Windows Installer 4.5 or later version is installed.
- Ensure that all the Primary Servers in the zone have been upgraded to the latest version.
- If you choose to deploy the System Update in stages, ensure that the stage that you create contains at least one stage member (an individual device and a group that contain devices).
- Ensure that the latest update for ZENworks is displayed in the Available System Updates list in ZCC. If it is not available, then run the following command to import the update:

  ```
  zman sui <Path of the system update zip file>
  ```
- Agents with Windows XP would have to remain on ZENworks 11, as Windows XP is not supported from ZENworks 2017 onwards.
- Promoting 32-bit agents as a Satellite Server is not supported.

Supporting ZENworks 2017 Device Upgrades

If you have ZENworks 2017 managed devices or Satellite Servers in your network and want to register the devices to a new ZENworks Management Zone so that they can be automatically upgraded to the latest version, you must import the ZENworks System Update.

Promoting a 32-bit device as a Satellite Server is not supported.

Updating Satellite Servers and Managed Devices

To update Satellite Servers or managed devices, use the System Update feature. For detailed information, see the *ZENworks System Updates Reference*.

If you encounter any issues while deploying the ZENworks update on the managed devices, see the following log files:

Windows: `installation_path\novell\zenworks\logs\system-update\5023030000fc50000000002023072812\system-update.log`

Linux: `/var/opt/novell/log/zenworks/system-update/5023030000fc50000000002023072812/system-update.log`

In the upgrade log file path, 5023030000fc50000000002023072812 indicates the System Update GUID.

NOTE: ◆After updating from an older version of ZENworks on which ZENworks Patch Management is installed, DAU might fail on newly added devices until the next Patch Management subscription is updated.

After the DAU bundle is updated by the subscription and the version is incremented by the same, this issue will be resolved. This issue does not impact the existing ZENworks agents as they already have the `analyze.exe` module installed on them. Therefore, they continue to execute the old DAU and receive an updated patch agent when the subscription service updates the DAU bundle.

- If you demote a Satellite Server before performing an update, you need to ensure that the demotion is successful before you proceed with the update.