

ZENworks Service Desk 24.4 Version Currency Reference

October 2024

This document explains the upgrading or migrating to the latest version of Service Desk.

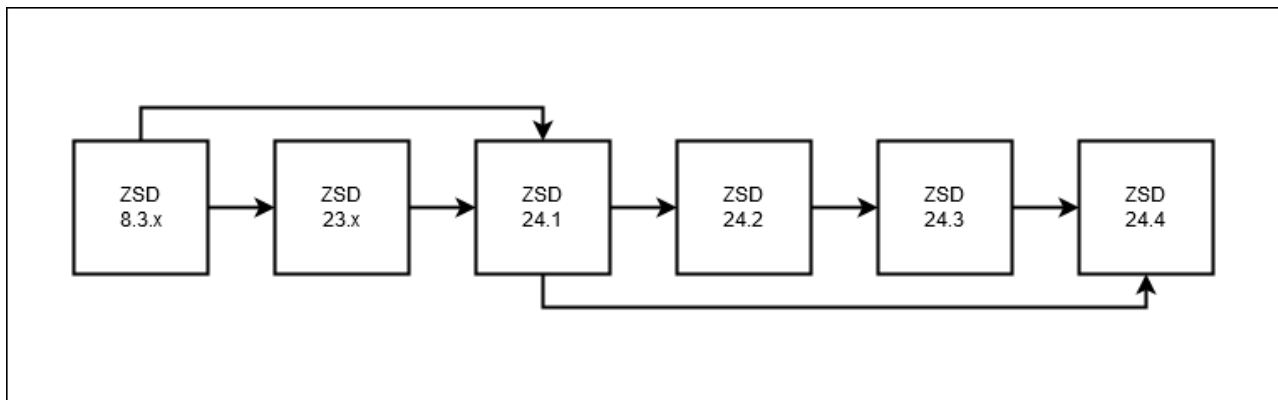
- ♦ [Section 1, “Overview,” on page 1](#)
- ♦ [Section 2, “Upgrading to ZENworks Service Desk 24.4,” on page 2](#)
- ♦ [Section 3, “Upgrading from ZENworks Service Desk 8.1.x/8.2.x to ZENworks Service Desk 8.3.x,” on page 6](#)
- ♦ [Section 4, “Upgrading from ZENworks Service Desk 7.5/8.0 to ZENworks Service Desk 8.1.x,” on page 6](#)
- ♦ [Section 5, “Additional References,” on page 7](#)
- ♦ [Section 6, “Legal Notices,” on page 7](#)

1 Overview

ZENworks Service Desk is an ITIL-based solution and is available only as a virtual appliance that can be deployed to a supported virtual infrastructure. Service Desk Appliance is built on a customized SUSE Linux Enterprise Server (SLES), and comes pre-installed with Service Desk and thus helping save on operating system license costs. This document provides an in-depth step-by-step procedure that is required to deploy or upgrade the ZENworks Service Desk.

ZENworks Service Desk can be migrated to version 24.4 from version 24.1, 24.2 or version 24.3. ZENworks Service Desk 24.4 is the latest available version.

ZENworks Service Desk 24.4 does not support fresh deployment of appliance.



2 Upgrading to ZENworks Service Desk 24.4

- ◆ [Section 2.1, “Upgrade Preparedness,” on page 2](#)
- ◆ [Section 2.2, “New Installation,” on page 2](#)
- ◆ [Section 2.3, “Updating to ZENworks Service Desk 24.4,” on page 2](#)
- ◆ [Section 2.4, “ZENworks Service Desk 24.4 System Requirements,” on page 3](#)

2.1 Upgrade Preparedness

Before upgrading your ZENworks Service Desk, ensure that you review ZENworks Service Desk:

- ◆ [Disaster Preparedness and Recovery](#)
- ◆ [Pre-migration Tasks](#) (To backup system customizations)
- ◆ [Platform Support Matrix](#)

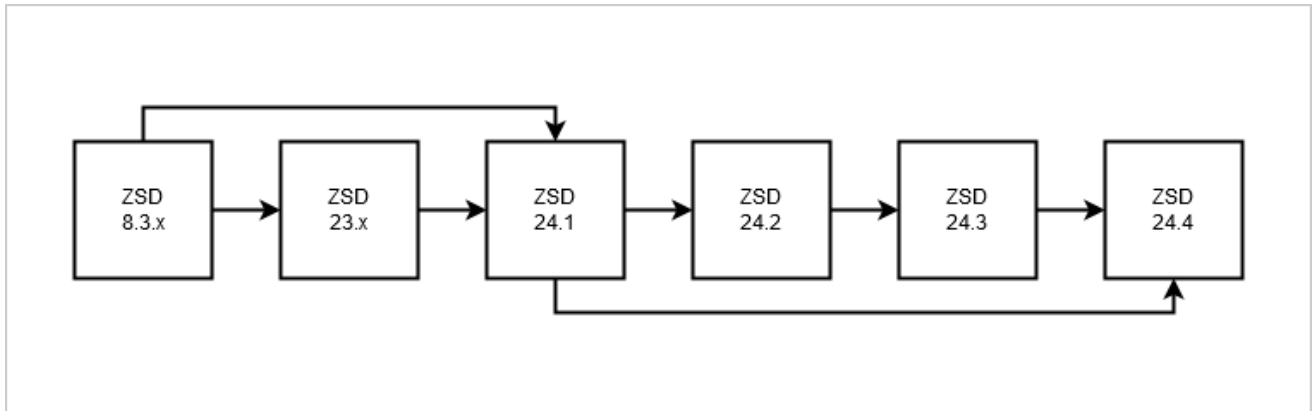
2.2 New Installation

ZENworks Service Desk 24.4 does not support fresh deployment of appliance. ZENworks Service Desk 24.4 can be downloaded from [Software License and Download](#).

2.3 Updating to ZENworks Service Desk 24.4

ZENworks Service Desk can be migrated to version 24.4 from version 24.1, 24.2 or version 24.3. ZENworks Service Desk 24.4 is the latest available version.

The following image depicts the method that can be used to update or migrate your existing ZENworks Service Desk:



MFZSD version	Installation On:	Method	Jetty	Appliance Type
7.0.x – 7.3	Appliance, Windows, Linux	Side-by-Side, In-Place		
7.4	Appliance, Windows, Linux	Side-by-Side		
7.5	Appliance	Side-by-Side*		
8.0	Appliance	Side-by-Side*, In-Place**	9.4	CAI 1.10.2
8.1.x	Appliance	In-Place**	9.15.0.2	CAI 2.0.2
8.2.x	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2
8.3.x, 23.x	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2
24.x***	Appliance	Side-by-Side*	9.15.1.1?	CAI 2.1.1.2

- ◆ ZSD v7.5(& higher) support the Appliance model only.
- ◆ Each upgrade method (in-Place or Side-by-Side) accommodates internal (embedded) and ext. Databases.
- ◆ *Note: Upgrading a v7.5 Appliance to v8.x Appliance requires an rpm script to be run before upgrading to prepare VASStorage drive.
- ◆ **In-Place Upgrade method via Online Update tile in the Administration Console (9443) – See [ZSD V23.4 Documentation](#).
- ◆ ***Release version format changed to <year>.<calendar quarter>

2.3.1 Post-migration Task

After updating, ensure that you restore any customizations by reviewing the Post-Migration Tasks and also register to the Online Update channel, which enables you to upgrade your appliance.

- ◆ [ZENworks Service Desk 24.1 Post Migration Tasks](#)
- ◆ [ZENworks Service Desk Online Update](#)

The same Appliance Online Update Channel registration key can be used for ZENworks Service Desk 8.3.x and 23.3. The registration key can be found in [Software Licenses and Downloads](#).

2.4 ZENworks Service Desk 24.4 System Requirements

- ◆ [Section 2.4.1, “Virtual Hypervisor,” on page 4](#)
- ◆ [Section 2.4.2, “Server OS Requirements,” on page 4](#)
- ◆ [Section 2.4.3, “RAM, CPUs, and Disk Space,” on page 5](#)
- ◆ [Section 2.4.4, “Database Requirements,” on page 5](#)
- ◆ [Section 2.4.5, “File Customization,” on page 6](#)

2.4.1 Virtual Hypervisor

ZSD version	VMware ESXi (.ova)	VMware Workstation (.ova)	SUSE XEN (.xen/.xva)	MS Hyper-V (.vhd)	Citrix Hypervisor (XenServer)
7.0x – 7.4	4, 5.1	N/A	N/A	N/A	N/A
7.5	6.x	11.0 (and higher)	XEN on SLES 11 or SLES 12 w/latest Support Packs	N/A	N/A
8.0	6.x	11.0 (and higher)	XEN on SLES 11 SP4 w/latest Support Packs	Supported	N/A
8.1.x	6.x	11.0 (and higher)	XEN on SLES 11 SP4, SLES12 SP4, SLES 15, SLES15 SP1	Supported	Supported
8.2.x	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	Supported	Supported
8.3.x, 23.x, 24.x	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	10.0	8.0

2.4.2 Server OS Requirements

ZSD version	Appliance	Win 2008 (Ent/Std x64)	Win 2012 (Ent/Std x64)	SLES (x64)	RHEL (x64)
7.0x	Appliance OS (SLES11 SP2)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2	6.0, 6.1, 6.2
7.1	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2, 12	6.0, 6.1, 6.2, 6.5
7.2	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.3	Appliance OS (SLES12)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.4	Appliance OS (SLES12 SP1)	SP1/SP2, R2, R2SP1/SP2	2012, 2012R2	11SP1/SP2, 12, 12SP1	6.x
7.5 – 8.1.x	Appliance OS (SLES12 SP3)				
8.2.x-8.3.x, 23.x, 24.x	Appliance OS (SLES12 SP5)				

2.4.3 RAM, CPUs, and Disk Space

ZSD version	RAM*	Volumes*	Disk Space*	CPU Cores*
7.0.x – 7.4	2Gb	1	20Gb	2
7.5	4Gb	2	40Gb	2
8.x.x	4Gb	2	40Gb	2
23.x	4Gb	2	40Gb	2
24.x	4Gb	2	40Gb	2

2.4.4 Database Requirements

ZSD version	Appliance Internal	MSSQL	MySQL	Oracle	PostgreSQL
7.0.x – 7.2	(PostgreSQL 8.3.23)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	11gR1/R2	8.3-9.1
7.3	(PostgreSQL 9.4.6)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	12cR1/R2	8.3-9.7
7.4	(PostgreSQL 9.4.9)	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
7.5	(PostgreSQL 9.6.7)	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
8.0	(PostgreSQL 9.6.9)	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
8.1.x	(8.1.0= PostgreSQL 9.6.13) (8.1.2=PostgreSQL 9.6.15)	2014, 2016, 2017	5.0-5.7	12cR1/R2, 18c, 19c	9.6.13
8.2.x	PostgreSQL 9.6.x	2014, 2016, 2017, 2019	5.0-5.7	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.x
8.3.x, 23.x	PostgreSQL 13.5	2014, 2016, 2017, 2019	5.0-5.7, 8.x	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.X, 13.x
24.x	PostgreSQL 15.x	2014, 2016, 2017, 2019	5.0-5.7, 8.x	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.X, 13.x

2.4.5 File Customization

ZSD version	Memory Config (catalina.sh)	Default Port (server.xml)	Session Timeout (web.xml)
7.0x	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/WEB-INF/
7.1, 7.2	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/LiveTime/WEB-INF/
7.3	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/tomcat/Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.4	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/servicedesk/Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.5	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/
*8.x, 23.x, 24.x	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/

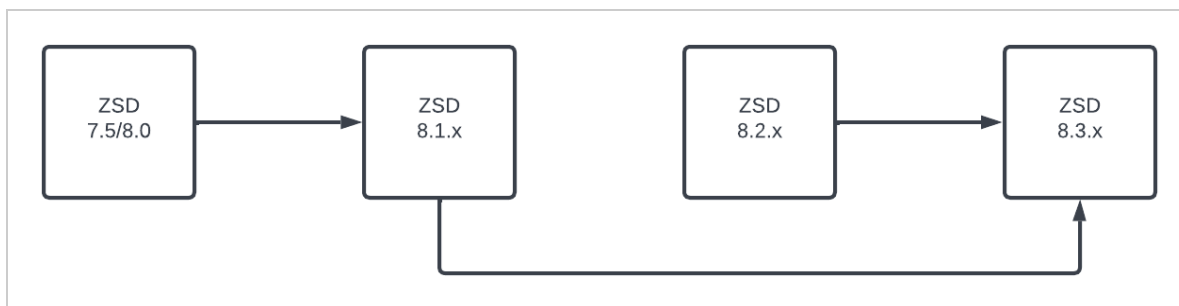
Customized .css files exist is copied to /vastorage/LiveTime/Style/.css
Note: Pay attention to folder case sensitivity

For more system requirements, see [ZENworks Service Desk 24.4 System Requirements](#) guide.

For more additional information, see [Additional References](#).

3 Upgrading from ZENworks Service Desk 8.1.x/8.2.x to ZENworks Service Desk 8.3.x

3.1 Upgrade Path Chart

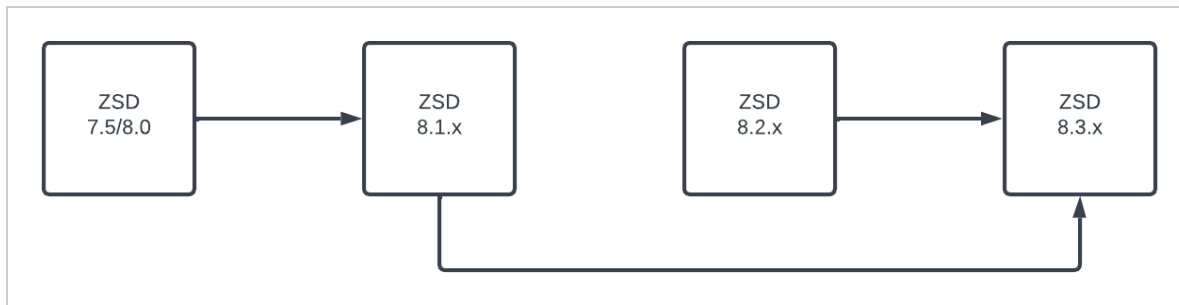


For more information, see [Upgrading from ZENworks Service Desk 8.1.x/8.2.x to ZENworks Service Desk 8.3.x](#).

4 Upgrading from ZENworks Service Desk 7.5/8.0 to ZENworks Service Desk 8.1.x

4.1 Upgrade Path Chart

The following image depicts the ZENworks Service Desk upgrade path:



For more information, see [Upgrading from ZENworks Service Desk 7.5/8.0 to ZENworks Service Desk 8.1.x](#).

5 Additional References

5.1 ZENworks Service Desk Documentation

- ◆ [ZENworks Service Desk 24.4 Documentation Site](#)
- ◆ [ZENworks Service Desk 24.3 Documentation Site](#)
- ◆ [ZENworks Service Desk 24.2 Documentation Site](#)
- ◆ [ZENworks Service Desk 24.1 Documentation Site](#)
- ◆ [ZENworks Service Desk 23.4 Documentation Site](#)
- ◆ [ZENworks Service Desk 23.3 Documentation site](#)
- ◆ [ZENworks Service Desk 8.3.x Documentation site](#)
- ◆ [ZENworks Service Desk 8.2.x Documentation site](#)

5.2 Video References

- ◆ [Micro Focus Support & Training YouTube Channel](#)
- ◆ [Oauth Token Authentication Configuration](#)
- ◆ [MSModern Authentication Configuration](#)

6 Legal Notices

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