

# **Update Management**

## **ZENworks® Mobile Management 2.5.x**

July 2012

**Novell.**

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# Update Management

The *ZENworks Mobile Management* server product has integrated update management features that facilitate smooth and convenient software updates to the *ZENworks Mobile Management* server. These features include the dashboard's *Update Management* page and the *Update Manager* application, which is used on the physical *ZENworks Mobile Management* servers to apply updates.

Update Management in the Dashboard provides:

- Sections that display current information about available updates and historical information about versions already applied by using the *Update Manager* application
- An option to check for updates
- An option to download the available updates

Update Manager Application allows you to:

- View information about the currently available updates
- Download available updates
- Apply available updates

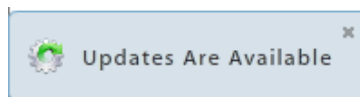
# Update Management Dashboard

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## Checking for Updates and Update Notifications

The *ZENworks Mobile Management* server automatically checks for updates once every 24 hours. You can also initiate an on-demand check by using the **Check For Updates** button in the *Update Management* page of the dashboard.

When an update is available, system administrators logging into the *ZENworks Mobile Management* dashboard see a notification for the update in the lower left corner of the dashboard. The notification fades away automatically or the administrator can dismiss it. Clicking the notification takes you to the *Update Management* section of the dashboard, where the administrator can view information about the available updates or download the updates.



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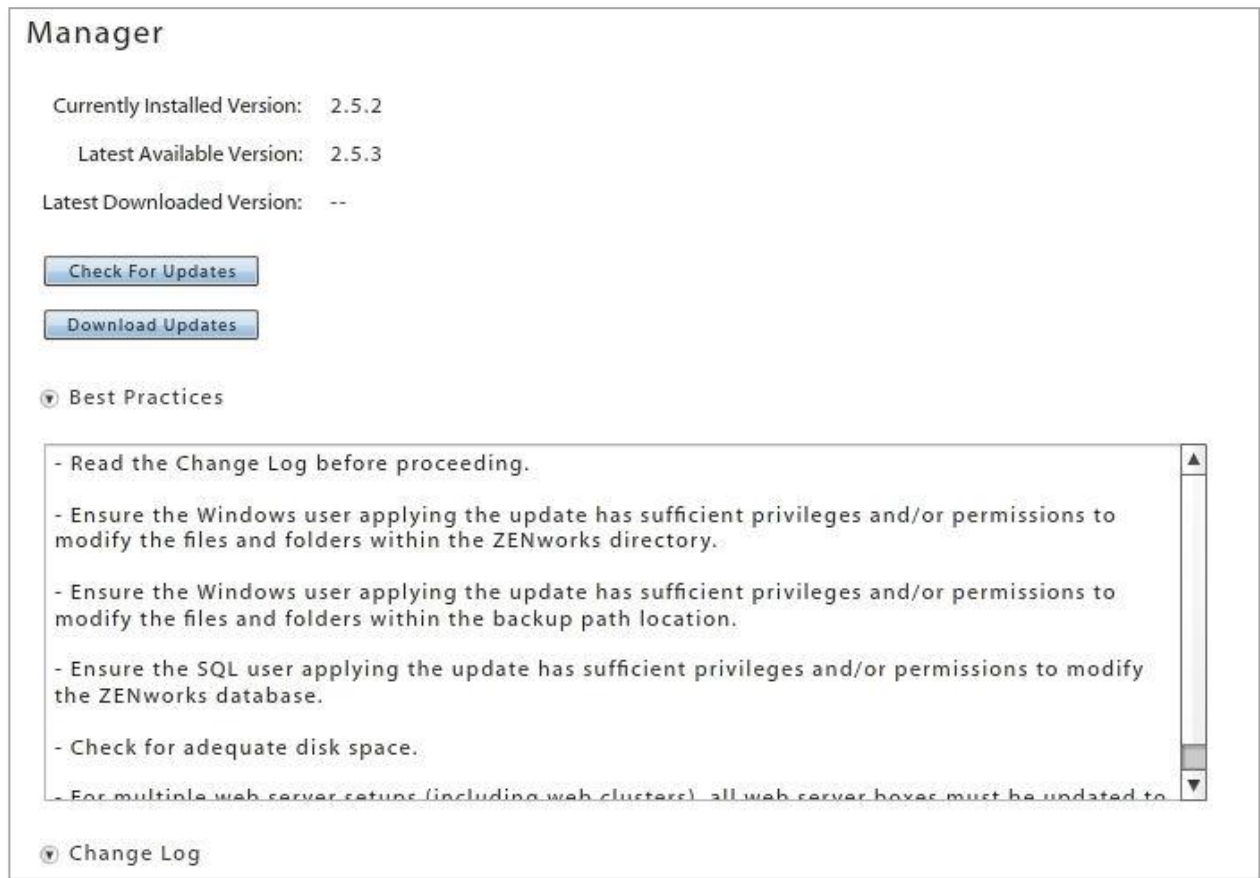
## The Update Management Page

The **Update Management** page is located under the *System* view of the dashboard and is only accessible with a system administrator login. There are two sections of this page, the **Manager** section and the **History** section.

### Update Management: Manager

From the **Manager** section, you can view information about the updates that are currently available. Even though the server automatically checks for updates every 24 hours, you can initiate an on-demand check for updates from this page. You can also download updates from this page in preparation for a scheduled maintenance. Doing this from the dashboard is convenient and allows you to prepare ahead of time for the actual maintenance.

Navigate to the *Update Management* page by selecting the **System** view. From the left panel, select **System Administration > Update Management** and choose **Manager**.



Status information and options included in the *Manager* section:

- **Currently Installed Version** – The current version of your *ZENworks Mobile Management* server software
- **Latest Available Version** – The most recently released version; displays a dash when the latest available version has already been applied
- **Latest Downloaded Version** – The last downloaded version; displays a dash after the latest downloaded version has been applied
- **Check For Updates** button – Initiate an on-demand check for available updates
- **Download Updates** button – Initiate the download of the available updates
- **Best Practices** – A list of best practices for applying the updates
- **Change Log** – Displays information about available updates that have not yet been applied.

## Check for Updates

Click the **Check For Updates** button to initiate an on-demand check for available updates.

You are prompted for Novell login credentials, if you have not used them previously to access updates, or if the credentials have changed.

## Download the Updates

Click the **Download Updates** button to download available updates. A progress bar displays as the download continues. You can navigate away from the page while the download is in progress. You may also cancel a download in progress.

When the download is completed, a status message appears and the *Latest Downloaded Version* statistic is updated.

## View the Change Log

Click the arrow next to the *Change Log* option to hide or show the notes and descriptions about the available update versions.



## Update Management: History

From the **History** section, you can view statistics about software updates that have already been applied via the *ZENworks Mobile Management Update Manager* application.

Navigate to the *Update Management* page by selecting the **System** view. From the left panel, select **System Administration > Update Management** and choose **History**.

### History

Version	Machine Name	Applied By	TimestampFormatted
2.5.3	WIN-DPF4CR6BO9O	zenadmin@novell.com	06/19/2012 6:53 AM (-07:00 GMT)

▼ Change Log

Changes in version 2.5.3:

- Bugfixes
- Increased performance
- Additional improvements

After an update has been applied, a record for the update appears in the *History* section. It includes:

- Version number
- Name of the physical machine to which the update was applied
- System administrator who applied the update
- Date and time at which the update was applied
- Change log for the update that was applied



# The Update Manager Application

Although you can download *ZENworks Mobile Management* server software updates from the dashboard, you must apply updates using the *ZENworks Mobile Management Update Manager* application.

The *Update Manager* is a Windows application that allows the administrator to apply updates to the *ZENworks Mobile Management* server software. You can also use the application to check for new updates and read change logs. It is accessed via a desktop shortcut on the *ZENworks Mobile Management* server and requires full system administrator login credentials.

## Updates to Multiple Web/HTTP Servers

If you have configured your system with multiple Web servers for a Network Load Balanced setup, you need to apply updates to all servers where the *ZENworks Mobile Management* Web/HTTP component resides. The *Update Manager* does not update the SQL Database component more than once in this scenario. The *Update Manager* verifies the database component version each time it is run. When the *Update Manager* detects that the SQL component is current, it skips the updates to the database and applies only the Web/HTTP updates.

## Update Manager Functionality

When the *Update Manager* applies updates, it does the following:

- Stops the Web/HTTP server
- Backs up the Web server files
- Backs up the database
- Applies the updates
- Restarts the Web/HTTP server
- The *Update Manager* is also capable of launching the *ZENworks Mobile Management* installer to install an update, if necessary.
- On rare occasions, the update process might include the application of updates to the *Update Manager* itself.

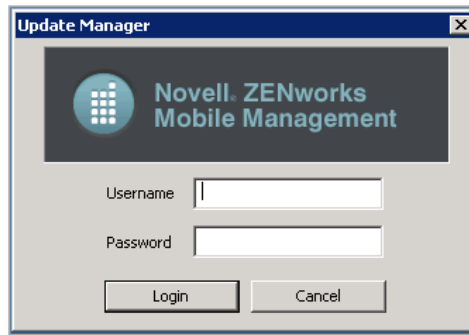
If the *Update Manager* launches the *ZENworks Mobile Management* installer or runs an update to itself, you are prompted to close the *Update Manager*. After the process is completed, it might be necessary to reopen the *Update Manager* to apply any subsequent update versions.

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# Running the Update Manager



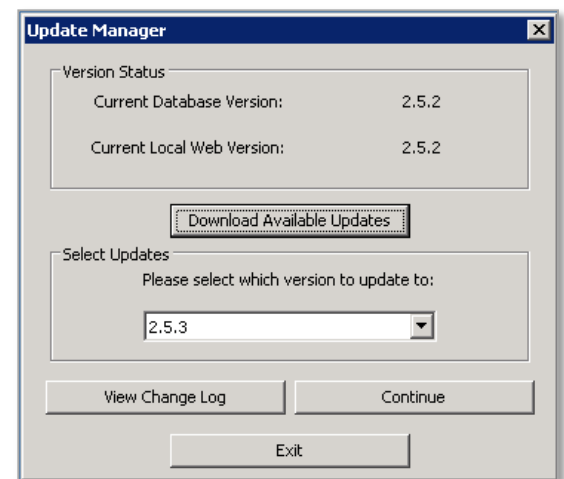
1. Click the **Update Manager** icon on the desktop of the *ZENworks Mobile Management* server.
2. Enter your *ZENworks Mobile Management* administrative login **Username** and **Password** at the login screen. Full system administrator login credentials are required.



3. The initial screen displays version status information and offers several options
  - View the current software version
  - Download Available Updates
  - View the Change Log

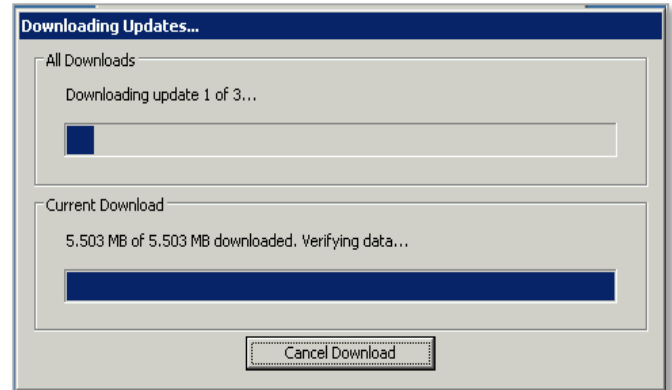
**Current Database Version** and **Current Local Web Version** are the versions of the *ZENworks Mobile Management* SQL Database and Web/HTTP components currently installed on the server.

If you downloaded updates from the dashboard or if you click the *Download Available Updates* button on this screen, the *Select Updates* area displays any available update beyond the version your server is running.

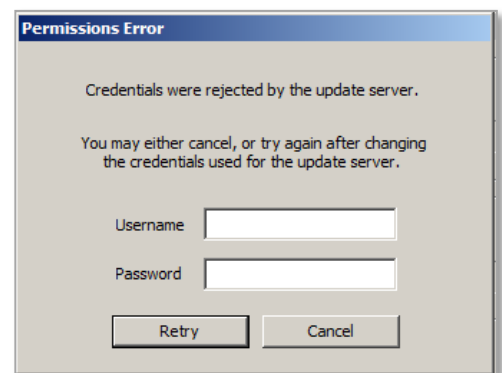


4. Click the **Download Available Updates** button to check the server for and download available updates. You see a progress meter and completion message.

You are prompted for Novell login credentials if you have not used them previously to access updates, or if they have changed.

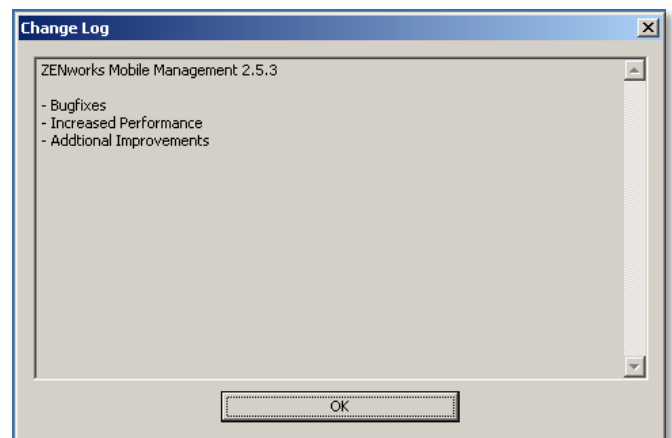


*Download progress meter*



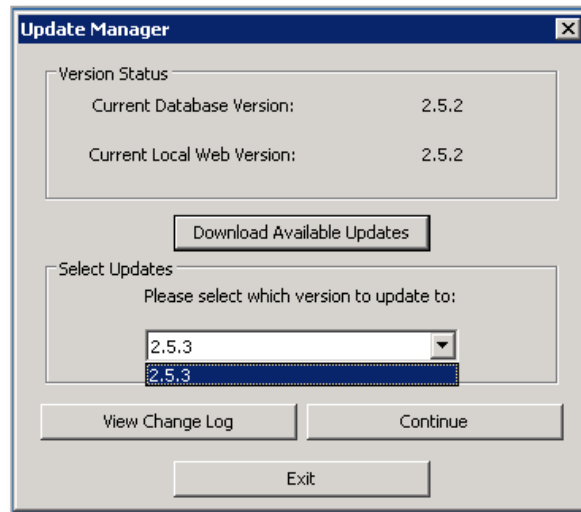
*Enter your Novell Login credentials*

You can view descriptions of the available update versions by clicking the **View Change Log** button.

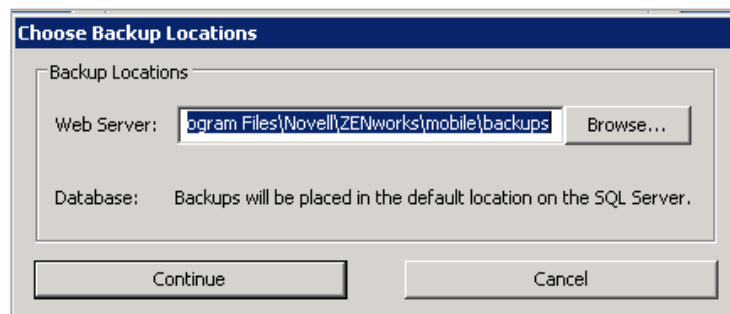


*Change Log screen*

- When you are ready to apply the updates, select the latest update available (the default) or select another version in the drop-down list to update to. Click **Continue** to initiate the update. Confirm the version you have chosen by clicking **Yes**. If the product's End User License Agreement has changed for any reason, you will be prompted to accept it.



- Specify a **backup location** for the Web server. Accept the default or browse to select another location.



7. Enter your **Windows Administrator Login credentials**. You can select the current Windows login by selecting **Use Current Window Login** or you can enter credentials for a different user that has Read/Write and File System permissions.

The dialog box is titled "Windows Administrator Login Required". It contains the following text: "To set appropriate file permissions, an Administrator login is required." and "Credentials entered here will not be stored." Below this is a section titled "Windows Administrator Login" which includes a checkbox labeled "Use Current Windows Login". Underneath the checkbox are two text input fields labeled "Username:" and "Password:". At the bottom of the dialog are two buttons: "Continue" and "Cancel".

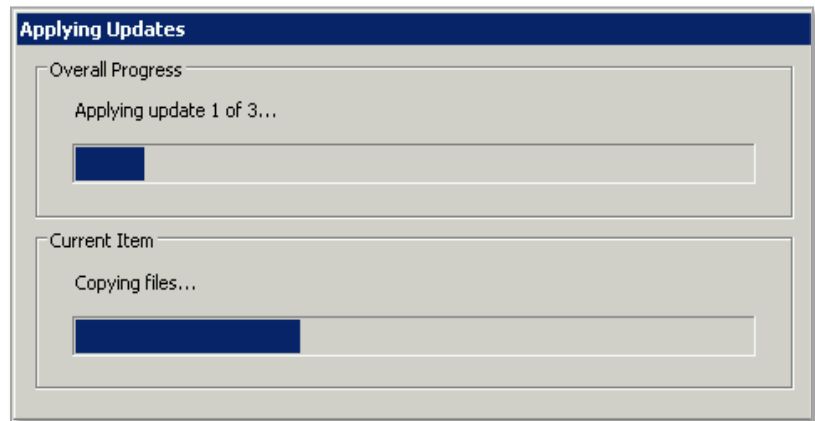
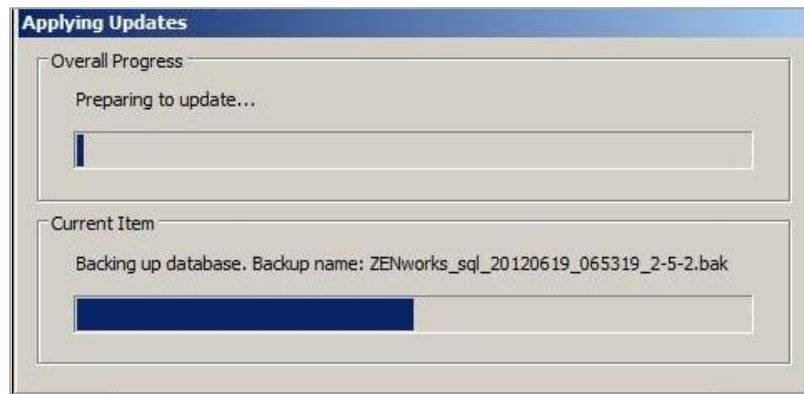
8. Select the type of **database credentials** to use for applying updates to the *ZENworks Mobile Management* SQL Database component.

Select from:

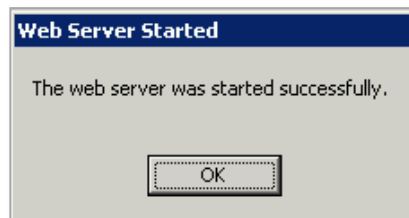
- *ZENworks* server login credentials
- Windows Authentication (enter the Username and Password)
- Trusted Connection
- SA login credentials (enter the login password)

The dialog box is titled "Privileged SQL Login Required". It contains the following text: "These credentials will be used to perform database modifications during the update process." and "Credentials entered here will not be stored." Below this is a section titled "Database Login Method" which includes four radio button options: "Use ZENworks Server Login" (which is selected), "Use Windows Authentication", "Use Trusted Connection", and "Use SA Login". To the right of this section is a section titled "Database Credentials" which includes two text input fields labeled "Username:" and "Password:". At the bottom of the dialog are two buttons: "Update Now" and "Cancel".

- Click **Update Now** to begin the application of the updates. A progress bar displays as the Web server stops, the files are backed up, and the updates are applied.



- A success prompt displays asking if you want to start the Web server. Click **Yes**. A progress bar displays as the Web server restarts. You are returned to the main page of the *Update Manager*, which displays the new current server versions. Click **Exit**.



#### Important Notes:

- Ensure that you run the *Update Manager* on other *ZENworks Mobile Management* Web servers if your system is set up with multiple Web servers for network load balancing.
- If the *Update Manager* launches the *ZENworks Mobile Management* installer or runs an update to itself, you are prompted to close the *Update Manager*. After the process is completed, it might be necessary to reopen the *Update Manager* to apply any subsequent update versions.