

Update Process and Recommendations

ZENworks® Mobile Management 2.8.x

November 2013

Legal Notices

Novell, Inc., makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc., makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. See the [Novell International Trade Services Web page \(http://www.novell.com/info/exports/\)](http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2012-13 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc.
1800 South Novell Place
Provo, UT 84606
U.S.A.
www.novell.com

Online Documentation: To access the latest online documentation for this and other Novell products, see the [Novell Documentation Web page \(http://www.novell.com/documentation\)](http://www.novell.com/documentation).

Novell Trademarks

For Novell trademarks, see [the Novell Trademark and Service Mark list \(http://www.novell.com/company/legal/trademarks/tmlist.html\)](http://www.novell.com/company/legal/trademarks/tmlist.html).

Third-Party Materials

All third-party trademarks are the property of their respective owners.

Table of Contents

Overview	4
ZENworks Mobile Management Server Updates	5
Upgrades to Version 2.8.1 and 2.8.2	5
Upgrades to Version 2.8.0	6
Upgrades to Version 2.7.7 and 2.7.8	6
Upgrades to Version 2.7.6	6
Upgrades to Version 2.7.5	7
Upgrades to Version 2.7.4	7
Upgrades to Version 2.7.3	7
Upgrades to Version 2.7.2	7
Upgrades to Version 2.7.1	8
Upgrades to Version 2.7.0	9
Administrative LDAP Upgrade Tasks	11
Upgrades to Version 2.6.1	13
Upgrades to Versions 2.5.7 and 2.6.0	13
Upgrades to Version 2.5.5	14

Overview

Read this guide prior to applying an update to your ZENworks Mobile Management system.

Overview for upgrades to ZENworks Mobile Management

- Read this guide thoroughly.
- Read the Release Notes, located on the *ZENworks Mobile Management* portal, for *ZENworks Server* and any updated *ZENworks* device application.
- Inform end-users of the date, time, and duration of the upgrade beforehand.
- If you have configured your system with multiple web servers for a Network Load Balanced setup, all servers where the *ZENworks Mobile Management* Web/HTTP component resides must be updated to the same version.
- The Update Manager automatically backs up the *ZENworks Mobile Management* SQL Database prior to the upgrade.
- Close all Internet Explorer (IE) browsers prior to an upgrade. Leaving an IE browser open can result in caching issues after the update has been applied. If you do experience display issues after the upgrade, clear the cache using the CTRL+F5 command

ZENworks Mobile Management Server Updates

Upgrades to Version 2.8.1 and 2.8.2

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- Please note that Google Cloud Messaging (GCM) is disabled upon upgrade. A checkbox for enabling/disabling this option is on the *System Settings* page and *Organization* page under the *System* view of the dashboard.
 - Certain 2.2.x devices will not register with GCM properly. In this case, the *ZENworks Mobile Management* device connection schedule handles the aspects of queuing of messages and delivery to the target Android app running on the device.
 - Devices with an Android OS lower than 4.0.4 must have a gmail account and have the Google Play Store application installed on the device in order to function with GCM.

With the release of ZENworks Mobile Management server version 2.8.1, the following device application update is also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.8.1 after the server upgrade is completed. The update supports Google Cloud Messaging and now includes a password prompt when device authentication fails.
- **ZENworks Mobile Management for iOS** – Upgrade to App Store version 2.8.1 or apply the enterprise version 2.8.1.x made available by your organization, after the server upgrade is completed. The update now includes a password prompt when device authentication fails.

End-of-Life Notice – Please note that *ZENworks Mobile Management* server v2.7.2 and *ZENworks Mobile Management for Android with TouchDown* app version 2.7.2.4 were the last to support Android OS v2.0-v2.1.

End-of-Life Notice – Please note that *ZENworks Mobile Management* server v2.7.2 and *ZENworks Mobile Management for iOS* app version 2.7.1.x were the last to support iOS devices not running iOS 5 or above.

Upgrades to Version 2.8.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

With the release of ZENworks Mobile Management server version 2.8.0, the following device application update is also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.8.0.2 after the server upgrade is completed. The update supports scheduled policy assignment based on the device time zone rather than the server time zone. “Mobile Apps” has been changed to “Managed Apps.”
- **ZENworks Mobile Management for iOS** – Upgrade to App Store version 2.8.0.3 or apply the enterprise version 2.8.0.x made available by your organization, after the server upgrade is completed. The update supports scheduled policy assignment based on the device time zone rather than the server time zone. “Mobile Apps” has been changed to “Managed Apps.” Added the ability to install Managed Apps through the Desktop User Self-Administration Portal for iOS devices.

Upgrades to Version 2.7.7 and 2.7.8

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- The PHP version distributed with the *ZENworks Mobile Management Web/Http Component* has changed to version 5.3.26. Modifications previously made to the PHP.ini settings are not retained after the upgrade. If you have modified default PHP.ini settings, for example the *error_log* setting, you will have to apply your changes again after the upgrade.

With the release of ZENworks Mobile Management server version 2.7.7 / 2.7.8, the following device application update is also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.7.7.1 after the server upgrade is completed. The update provides functionality for new password requirement options.

Upgrades to Version 2.7.6

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- Version 2.7.6 includes a new installer.

With the release of ZENworks Mobile Management server version 2.7.6, the following device application updates are also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.7.6.2 after the server upgrade is completed. The update provides functionality for VPN connection settings and to limit the requirement for data encryption to the *TouchDown* application data.

- **ZENworks Mobile Management for iOS** – Upgrade to App Store version 2.7.6.2 or apply the enterprise version 2.7.6.x made available by your organization, after the server upgrade is completed. The update provides support for a volume license key to be pushed down from the server to devices which use the TouchDown application.

Upgrades to Version 2.7.5

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

Upgrades to Version 2.7.4

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

With the release of ZENworks Mobile Management server version 2.7.4, the following device application updates are also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.7.4.3 after the server upgrade is completed. The update allows users to view on the device, criteria set by the administrator that restrict mobile apps using a Blacklist or Whitelist; and it adds the ability to download multiple files from File Share simultaneously.
- **ZENworks Mobile Management for iOS** – Upgrade to App Store version 2.7.4.3 or apply the enterprise version 2.7.4.x supplied by your organization after the server upgrade is completed. The update allows users to view on the device, criteria set by the administrator that restrict mobile apps using a Blacklist or Whitelist.

Upgrades to Version 2.7.3

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

Upgrades to Version 2.7.2

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

With the release of ZENworks Mobile Management server version 2.7.2, the following device application updates are also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.7.2.4 after the server upgrade is completed. The update contains support for password and encryption requirement prompts.

Upgrades to Version 2.7.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- *ZENworks Mobile Management* version 2.7.1 includes updates to the functionality of several security commands that are issued from the *Users* dashboard view. The table below compares the functionality of these commands in versions 2.7.0 or less with the new functionality in version 2.7.1.

With the release of *ZENworks Mobile Management* server version 2.7.1, the following device application updates are also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.7.1.4 after the server upgrade is completed. The update contains support for managed mobile apps and for security command enhancements.
- **ZENworks Mobile Management for iOS** – Upgrade to version 2.7.1.x after the server upgrade is completed. The update contains functionality for security command enhancements.

Security Commands: Functionality Comparison of v2.7.1 and v2.7.0 or less

If you used this option in v2.7.0 or less ↓		You will use this option in v2.7.1 ↓	
v2.7.0 or less	Functionality	v2.7.1	Functionality
Clear Device Enrollment	<i>Same as v2.7.1 (name change only)</i>	Reset for Enrollment <i>Found in:</i> -User grid -User Profile	Clears server data that prevents a user from re-enrolling a device or reloading iOS profiles when a device experiences enrollment issues.
Selective Wipe	Administrators or end users could issue a selective wipe command. Depending on device platform, a selective wipe would remove the ZENworks Mobile Management account information and/or mail/PIM associated with the mail account.	Stop Managing Device <i>Found in:</i> -User grid -User Profile	Un-enrolls the device. Un-enrollment selectively wipes the device, removing mail/PIM associated with the mail application; clears the ZENworks Mobile Management account; and deletes the device from the grid. Android (native): Devices with native mail app only wipe the ZENworks Mobile Management account. Mail/PIM is not wiped. iOS: Additionally removes managed iOS profiles, thus removing corporate resources and managed apps designated to be removed when the APN profile is removed. (Manually created mail profiles and user-

			installed apps are not removed.) Devices without ZENworks Mobile Management app: The only action performed is to remove device from the <i>ZENworks Mobile Management</i> server and dashboard grid. Mail/PIM is not wiped.
<i>New option (Did not exist in v2.7.0 or less)</i>		Suspend Device <i>Found in:</i> -User grid -User Profile	Device is managed (it can be wiped and continues to send statistics) while suspended, but blocked from corporate resources. User cannot access the application's Config, Mobile Apps, and File Share options and must enter a password to gain full functionality when suspension is lifted.
Remove User	Removed user from the grid.	Remove User <i>Found in:</i> -User grid -LDAP Periodic Update -User Expiration	Stops managing all devices associated with the user and subsequently removes the user from the <i>ZENworks Mobile Management</i> server and dashboard grid.
Disable User	<i>Same as v2.7.1 (name change only)</i>	Disable User Devices <i>Found in:</i> -LDAP Periodic Update -User Expiration	All of the user's devices are unmanaged while disabled and thus blocked from all communication with the server. Devices do not occupy license seats in this state.

Upgrades to Version 2.7.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- *ZENworks Mobile Management* version 2.7.0 includes additional LDAP functionality. Existing LDAP servers will need to be fully configured in order to support the additional functionality. See [Administrative LDAP Upgrade Tasks](#).

Existing LDAP servers that are not fully configured after the upgrade will function normally, however, attempting to use v2.7.0 functionality may initiate an error message similar to the one below.

Available only when LDAP server is fully configured.
Please make sure the following fields in the LDAP setup area are set -

- User Identity attribute
- Group Membership Attribute
- Group Object Class
- User Object Class

With the release of ZENworks Mobile Management server version 2.7.0, the following device application updates are also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.7.0.2 after the server upgrade is completed. The update contains support for Wi-Fi resource assignment.
- **ZENworks Mobile Management for iOS** – Upgrade to version 2.7.0.x after the server upgrade is completed. The update includes a fix to improve File Share navigation and a location compliance fix.

Administrative LDAP Upgrade Tasks

ZENworks Mobile Management v2.7.0 offers enhanced functionality for leveraging the information and capabilities of the Administrative LDAP Server. Several tasks must be performed after upgrading to v2.7.0 in order to use the new functionality.

Administrative LDAP Server v2.7.0 Functionality

- Administrator login authentication
- Batch import of users from LDAP server with auto-provisioning of users by LDAP group/folder assignments
- Custom Column data import and updates
- User LDAP authentication
- Hands-off enrollment allowable for selected LDAP groups/folders
- Auto-provisioning of self-enrolled users by LDAP group/folder assignments
- Automated periodic updates of user/admin information from LDAP server including LDAP groups/folders and adjusts of provisioning assignments accordingly
- Assign corporate resources by LDAP group/folder
- Importing and provisioning of Administrator LDAP groups that allow of administrators to self-enroll
- Link an ActiveSync server to the LDAP server to capture information not accessible through the ActiveSync server
- Import first and last name of user from LDAP server when user account creation is automated
- Capture email address for the provisioning of users that interface with an ActiveSync server that does not store an email address ID (Data Synchronizer, Exchange 2003, ActiveSync protocols less than v12.0)
- Search users by LDAP groups/folders
- Assign settings and corporate resources to groups/folders from the user grid

Administrative LDAP Server v2.6.1 Functionality

- Administrator login LDAP authentication
- Batch import of users from LDAP server
- Custom Column data import and updates

Upgrade Tasks - Perform the following upgrade tasks involving the existing Administrative LDAP servers configured in *ZENworks Mobile Management*. You must perform these tasks before you can utilize the 2.7.0 LDAP functionality.

- Fully configure the existing Administrative LDAP Server – See the [Organization Configuration Guide](#) for instructions on configuring the server.
- You will not be able to add new administrator logins from LDAP servers that have not been fully configured for the 2.7.0 functionality. Fully configure the existing Administrative LDAP server first.
- Existing LDAP authenticated administrator logins will not work until the LDAP server with which they are associated is fully configured. Verify that the administrator's domain is listed on the **Domain Settings** LDAP configuration page.
 - From the **Organization** view of the dashboard, select Administrative LDAP Servers.
 - Expand the menu under the LDAP server and select **Domain Settings**.
 - Verify that the domain is already on the list. Add it if it is not.

- Users must be upgraded in order to authenticate against a fully configured LDAP server.
 - From the **Users** view of the dashboard, double-click a user to view the *User Profile*.
 - Select **User Information** from the left panel and choose a fully configured LDAP server from the **LDAP Server** drop-down list.
 - Click **Save Changes**. Click the **Upgrade User** button that appears when the save has completed.

The screenshot shows the user profile configuration page for 'mzimmerman'. At the top, there are navigation links: 'Back to Grid', 'Get Most Recent Data', and 'Save Changes'. The left sidebar contains a tree view with 'User Information' selected, and sub-items for 'Devices (1)', 'Unknown', 'Administration', 'Corporate Resources', and 'All Devices Summary'. The main content area has three tabs: 'CONFIGURATION' (active), 'CUSTOM COLUMN VALUES', and 'CERTIFICATES'. The configuration fields include:

- User Name: mzimmerman
- Created On: 2013-01-29 11:39:43.263
- First Name: (empty text box)
- Last Name: (empty text box)
- E-mail Address: *mzimmerman@dc03.notify
- Domain: (empty text box)
- ActiveSync Server: Exchange 2003 (dropdown)
- LDAP Server: Exchange 2003 (dropdown)
- Password: Change Password (button)
- Expiration: Never (dropdown)

 An 'Upgrade User' button is visible on the right side of the configuration area.

- For these users to pick up the auto-provisioned settings from the LDAP group/folder assignments, click **Administration** from the left panel and click the **Configuration** tab. Mark the checkboxes next to the **Auto** options for the Policy Suite, Connection Schedule and Liability.
- Click **Save Changes**.

The screenshot shows the 'Administration' configuration page for user 'mzimmerman2'. The left sidebar is similar to the previous screenshot, but 'Administration' is selected. The main content area has several tabs: 'DEVICE INFORMATION', 'CONFIGURATION' (active), 'SECURITY', 'LOCATION', 'PHONE CALLS', 'TEXTS', 'LOGS', 'FILE LIST', and 'APPS'. The configuration fields include:

- Policy Suite: default (dropdown)
- Auto (Organization Default):
- Ownership: Company (dropdown)
- Device Connection: default (dropdown)
- Schedule: Auto (Organization Default)
- Plan Type: Unknown (dropdown)
- Liability: Corporate (dropdown)
- Auto (Organization Default):
- Carrier: None (dropdown)

Upgrades to Version 2.6.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- *ZENworks Mobile Management* version 2.6.1 includes an update to the Update Manager. Once it is applied, you will be prompted to restart Update Manager. If there are no subsequent updates to apply, you may skip the restart. If there are subsequent updates to apply, restart the application and select the additional updates to continue the upgrade process.

With the release of ZENworks Mobile Management server version 2.6.1, the following device application update is also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.6.1 after the server upgrade is completed. The update contains a fix that improves communication with the TouchDown application.

Upgrades to Versions 2.5.7 and 2.6.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- Version 2.6.0 includes a new installer.
- Install *ZENworks Mobile Management* server versions 2.5.7 and 2.6.0. Since *ZENworks Mobile Management* version 2.5.7 is an upgrade for the update management application, you will be prompted to close the *Update Manager* after v2.5.7 is installed. You must reopen *Update Manager* to apply the 2.6.0 version.
- The 2.6.0 update to the *ZENworks Mobile Management* database component may take longer than usual due to some database restructuring. Before installing, administrators should verify that the Database Cleanup Task parameters are set according to the best practice recommendations documented in our [Database Maintenance Guide](#) and that the tasks have been run prior to the update.

With the release of ZENworks Mobile Management server version 2.6.0, the following device application update is also available for devices operating on iOS version 4.3 or greater:

- **ZENworks Mobile Management for iOS** – Upgrade to version 2.6.0 after the server upgrade is completed. The update adds support for *TouchDown for iOS*, which can be purchased through the Apple App Store or obtained as an Enterprise App from your system administrator.

Upgrades to Version 2.5.5

Notes for Upgrades to *ZENworks Mobile Management* server version 2.5.5

- Use the *Update Manager* application to install all patch versions.
- An upgrade to version 2.5.5 will implement some changes to the database configuration in order to prevent the transaction log from growing too large. The upgrade will shrink the database transaction log, set the maximum size for the log to 16 GB or to the size of the shrunken log plus 1 GB (whichever is greater), and enable simple recovery mode. High volume systems may want to monitor the transaction log, after the upgrade, to determine whether the maximum size should be increased beyond the value set during the upgrade.

With the release of ZENworks Mobile Management server version 2.5.5, the following device application update is also available:

- **ZENworks Mobile Management for Android** – Upgrade to version 2.5.5, available through the Google Play Store.