Upgrading ZENworks 2017 Update x

Upgrade Path Chart

The following chart represents the upgrade path from ZENworks 2017 version to the most current ZENworks 23.3 version.

The process requires three separate upgrades:

ZENworks 2017.x to 2020: The first upgrade is from your version of ZENworks 2017 (2017, Update 1, Update 2, Update 3, or Update 4) to ZENworks 2020. This upgrade includes your ZENworks Primary Servers, database, and Satellites. It does not need to include your managed devices; they can remain on their current ZENworks agent version until the second upgrade.
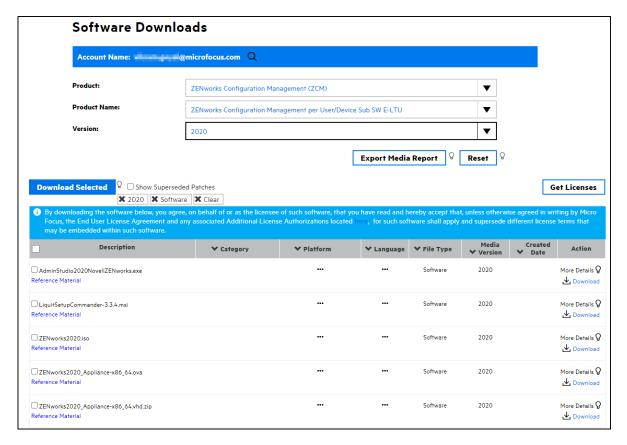
ZENworks 2020/2020.1 to 2020.2: The second upgrade is from ZENworks 2020 or ZENworks 2020 Update 1 to ZENworks 2020 Update 2. Both versions (2020 and 2020.1) can upgrade directly to ZENworks 2020 Update 2. This upgrade includes your Primary Servers, database, and Satellites. You can also upgrade your managed devices at this point or wait until you have upgraded to ZENworks 23.3.

ZENworks 2020.2 or 2020.3 to 23.3: The third upgrade is from ZENworks 2020 Update 2 or ZENworks 2020 Update 3 to ZENworks 23.3. This upgrade includes your Primary Servers, database, Satellites, and managed devices.

Software and Licenses Download (SLD)

Log in to the Customer Portal or Software Licenses and Download site to download the files for upgrade. From the **Downloads** screen, select the **Product**, **Product Name** (entitlement) and **Version** to view the files. Click the **Media Version** column to sort the files.

The following image displays the files that are available for download for ZENworks 2020.

The following image displays the files that are available for download for Update 2.

The following image displays the files that are available for download for ZENworks 23.3.

Downloads

Based on the configuration of ZENworks, select any of the following files and click **Download Selected**.

The following table lists the files that are available for download for ZENworks 2020.
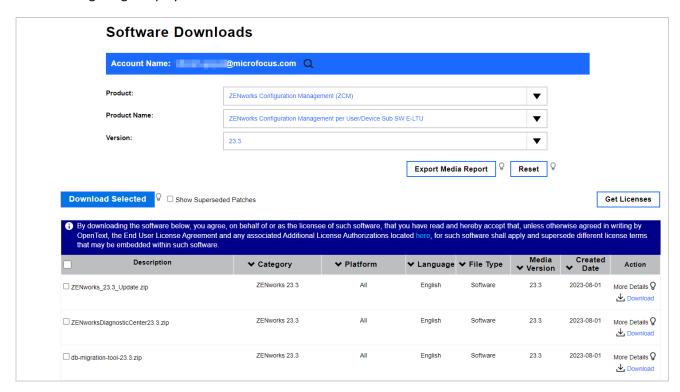
File Type	File Name
ISO file	`ZENworks2020.iso`
Appliance files	◆ VMware ESXi: Download the `ZENworks2020_Appliance-x86_64.ova` file ◆ Microsoft Hyper-V: Download the `ZENworks2020_Appliance-x86_64.vhd.zip` file. ◆ Xen Server: Download the `ZENworks2020_Appliancex86_64.xen.tar.gz` file. ◆ Citrix Hypervisor (formerly XenServer): Download the `ZENworks2020_Appliancex86_64.xva.tar.gz` file.
Database migration tool	For ZENworks 2017.x: Download the `db-migration-tool-3.1.zip` file For ZENworks 2020 and 2020.1: Download the `db-migration-tool-20.1.zip` file For ZENworks 2020 Update 2: Download the `db-migration-tool-20.2.zip` file

The following table lists the files that are available for download for Update 2.

File Type	File Name
ISO file	`ZENworks2020_Update2.iso`
Appliance files	◆ VMware ESXi: Download the `ZENworks2020_Update2_Appliance-x86_64.ova` file ◆ Microsoft Hyper-V: Download the `ZENworks2020_Update2_Appliance-x86_64.vhd.zip` file. ◆ Xen Server: Download the `ZENworks2020_Update2_Appliancex86_64.xen.tar.gz` file. ◆ Citrix Hypervisor (formerly XenServer): Download the `ZENworks2020_Update2_Appliancex86_64.xva.tar.gz` file.
Database migration tool	For ZENworks 2017.x: Download the `db-migration-tool-3.1.zip` file For ZENworks 2020 and 2020.1: Download the `db-migration-tool-20.1.zip` file For ZENworks 2020.2: Download the `db-migration-tool-20.2.zip` file

The following table lists the files that are available for download for ZENworks 23.3.

File Type	File Name
System update ZIP file	`ZENworks_23.3_Update.zip`
ZENworks Diagnostic Center for validity	`ZENworksDiagnosticCenter23.3.zip`

NOTE: Support for Sybase has been discontinued from ZENworks 2020 onwards. You will not be able to upgrade a ZENworks 2017 zone with Sybase to ZENworks 2020 before migrating the database to PostgreSQL.

Sybase to PostgreSQL migration tool can be found on the ZENworks 2020 Download site in the customer portal for OS Installed and Appliances.

Perform MD5 checksum on all downloaded files for data integrity.

ZENworks 2020.x Licensing

License keys from ZENworks 2017 do not carry over to ZENworks 2020. Retrieve your ZENworks 2020 license keys from the Micro Focus Customer Care Portal to activate the environment during the install/upgrade.

During the upgrade the licensing option allows input of the ZENworks Suite license OR individual component licenses. Refer to documentation about Suite components when activating ZENworks Licenses and Product License states.

NOTE: If not licensed for ZENworks 2020 Suite, then all individual ZENworks component licenses will need to be entered separately during upgrade.

License activation is required only when you update to ZENworks 2020 Update 2. If you are updating to ZENworks 23.3, then the license update is not required.

System Requirements Considerations

One of the primary tasks required to perform a successful ZENworks upgrade is identifying what requirements have changed between your installed ZENworks version and the target current version so that you know what steps you will need to take to account for those changes.

The following sections identify the major ZENworks components whose requirements you need to consider and plan for. Once you know these requirements, the upgrade instructions will help you meet them in the appropriate order.

- "Primary Server Operating System" on page 6
- "ZENworks Virtual Appliance" on page 8
- "Database" on page 9
- "Satellites" on page 11
- "Managed Devices" on page 11
- "User Sources and Certificates" on page 13
- "Reporting Server" on page 14

Primary Server Operating System

The supported operating systems, resources, and hypervisors required to run the ZENworks Primary Server have changed from ZENworks 2017.x versions to the current ZENworks 23.3 release. You need to understand the requirements for the ZENworks 2020.x versions so that you can correctly determine how to meet them and at which point in the ZENworks upgrade process you will need to implement the required changes.

NOTE: If you are using the ZENworks Virtual Appliance for your Primary Servers, refer to "ZENworks Virtual Appliance" on page 8 for the requirements you need to consider before upgrading.

For a detailed listing of Primary Server requirements for ZENworks 23.3, see Primary Server Requirements (https://www.novell.com/documentation/zenworks-23.3/zen_system_requirements/data/zen_system_requirements.html#primary_server_requirements).

Operating System

Windows Operating System	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Windows Server 2008	Yes	No	No	No	No
Windows Server 2008 R2	Yes	No	No	No	No
Windows Server 2012	Yes	Yes	Yes	Yes	Yes
Windows Server 2012 R2	Yes	Yes	Yes	Yes	Yes
Windows Server 2016	Yes	Yes	Yes	Yes	Yes
Windows Server 2019	No	Yes	Yes	Yes	Yes
Windows Server 2022	No	No	Yes	Yes	Yes

SUSE Operating System	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
SLES 11 SP3	Yes	No	No	No	No
SLES 11 SP4	Yes	Yes	No	No	No
SLES 12 SP1	Yes	No	No	No	No
SLES 12 SP2	Yes	No	No	No	No
SLES 12 SP3	Yes	Yes	No	No	No
SLES 12 SP4	Yes	Yes	Yes	No	No
SLES 12 SP5	No	Yes	Yes	Yes	Yes
SLES 15	No	Yes	Yes	Yes	No
SLES 15 SP1	No	Yes	Yes	No	No

SUSE Operating System	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
SLES 15 SP2	No	No	Yes	Yes	No
SLES 15 SP3	No	No	Yes	Yes	Yes
SLES 15 SP4	No	No	No	Yes	Yes
SLES 15 SP5	No	No	No	No	Yes

If you find that you need to upgrade a Primary Server's operating system, consider the following:

- In-place upgrades between major operating system versions are not supported. For example, you cannot upgrade from Windows Server 2016 to Windows Server 2019 with the Primary Server on the system as it will most likely result in issues with the Primary Server. Likewise, on SLES, you cannot upgrade from SLES 12 SP5 to SLES 15.

- If the Primary Server is on SLES, you can perform in-place upgrades of minor operating system versions. For example, you can upgrade from SLES 15 to SLES 15 SP4.

- If you are interested in moving to the ZENworks Virtual Appliance for your Primary Servers, once you are on ZENworks 2020 Update 2 or Update 3 you can move a Windows or Linux Primary Server to the Appliance. For information, see Moving from a Windows or Linux Primary to Appliance (https://www.novell.com/documentation/zenworks-23.3/zen_sys_servers/data/t4ea4pa6w1h7.html).

System Resources

RAM	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Minimum	8 GB	16 GB	16 GB	16 GB	16 GB
Recommended	12 GB	16 GB	16 GB	16 GB	16 GB
Additional per every 3000 devices	1 GB	1 GB	1 GB	1 GB	1 GB

CPU	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Processor	2 GHz +	2 GHz +	2 GHz+	2 GHz+	2 GHz+
Cores	2 GHz +	2 GHz +	Quad+	Quad+	Quad+

Disk Space	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Installation	20 GB	40 GB	2 Ghz+	2 Ghz+	40 GB
Every 1000 devices	10 GB	10 GB	10 GB	10 GB	10 GB
Temp directory	500 MB	500 MB	500 MB	500 MB	500 MB
ZENworks Database per every 1000 devices	10 GB	10 GB	10 GB	10 GB	10 GB
ZENworks Audit Database per every 5000 devices	10 GB	10 GB	10 GB	10 GB	10 GB

Virtual Hypervisors

If you are hosting any Primary Servers in a virtual hypervisor, ensure that you can meet the supported hypervisor requirements at each stage of the upgrade.

Hypervisor	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
VMware Workstation	Yes (until 2017.2)	No	No	No	No
VMware ESXi 5.x	Yes (until 2017.2)	No	No	No	No
VMware ESXi 6.x	Yes	Yes	Yes	Yes	Yes
VMware ESXi 7.x	No	No	Yes	Yes	No
XEN on SLES 11	Yes (SP4)	Yes (SP4)	Yes (SP4)	Yes (SP4)	No
XEN on SLES 12	Yes (12, SP1, SP2, SP3)	Yes (SP3, SP4, SP5)	Yes (SP4, SP5)	Yes (SP4, SP5)	Yes (SP4, SP5)
XEN on SLES 15	No	Yes (15, SP1)	Yes (15, SP1, SP2)	Yes (15, SP1, SP2, SP3, SP4)	Yes (15, SP1, SP2, SP3, SP4)
Microsoft Hyper-V Server	Yes (2012, 2012R2, 2016)	Yes (2012, 2012R2, 2016, 2019)	Yes (2012, 2012R2, 2016, 2019)	Yes (2012, 2012 R2, 2016, 2019)	Yes (2012, 2012 R2, 2016, 2019)
Citrix XenServer/ Hypervisor	No	Yes (7.x, 8.x)	Yes (7.x, 8.x)	Yes (7.x, 8.x)	Yes (7.x, 8.x)

ZENworks Virtual Appliance

The following table lists the requirements you need to consider if you are using the ZENworks Virtual Appliance for any Primary Servers. For a detailed listing of ZENworks Virtual Appliance for ZENworks 23.3, see Virtual Appliance Requirements (https://www.novell.com/documentation/zenworks-23.3/ zen_system_requirements/data/zen_system_requirements.html#t41sk7nahp87).

Requirement	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Virtual Appliance Update Required	NA	Yes	Yes	Yes	Yes
Appliance OS	SLES 12 SP1	SLES 12 SP4	SLES 12 SP5	SLES 12 SP5	SLES 12 SP5
Supported Hypervisors	VMware ESXi 6.x Microsoft Hyper-V Server Windows 2012, 2012 R2, and 2016 XEN on SLES 12 and the support packs	VMware ESXi 6.x Microsoft Hyper-V Server Windows 2012, 2012 R2, 2016 and 2019 XEN on SLES 12, SLES 15 and the support packs Citrix XenServer 7.x and Citrix Hypervisor 8.x	VMware ESXi 6.x Microsoft Hyper-V Server Windows 2012, 2012 R2, 2016 and 2019 XEN on SLES 12, SLES 15 and the support packs Citrix XenServer 7.x and Citrix Hypervisor 8.x	VMware ESXi 6.x Microsoft Hyper-V Server Windows 2012, 2012 R2, 2016 and 2019 XEN on SLES 12, SLES 15 and the support packs Citrix XenServer 7.x and Citrix Hypervisor 8.x	VMware ESXi 6.x, 7.x Microsoft Hyper-V Server Windows 2012, 2012 R2, 2016 and 2019 XEN on SLES 12, SLES 15 and the support packs Citrix XenServer 7.x and Citrix Hypervisor 8.x
RAM (Minimum)	8 GB	16 GB	16 GB	16 GB	16 GB
Additional RAM per every 3000 devices	1 GB	1 GB	1 GB	1 GB	1 GB
Processor	2 GHz +	2 GHz +	2 GHz+	2 GHz+	2 GHz+
Cores	2 GHz +	2 GHz +	Quad+	Quad+	Quad+
Disk Space per every 1000 devices	10 GB	10 GB	10 GB	10 GB	10 GB
Disk Space - Temp directory	500 MB	500 MB	500 MB	500 MB	500 MB
Disk Space - ZENworks Database per every 1000 devices	10 GB	10 GB	10 GB	10 GB	10 GB
Disk Space - ZENworks Audit Database per every 5000 devices	10 GB	10 GB	10 GB	10 GB	10 GB

Database

The following tables list the supported database types and versions. For a detailed listing of the database requirements for ZENworks 23.3, see Database Requirements (https://www.novell.com/documentation/ zenworks-23.3/zen_system_requirements/data/zen_system_requirements.html#database_requirements).

NOTE: Support for Sybase has been discontinued from ZENworks 2020 onwards. You will not be able to upgrade a ZENworks 2017 zone with Sybase to ZENworks 2020 before migrating the database to PostgreSQL.

Sybase/PostgreSQL	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Embedded Sybase	Yes	No	No	No	No
Sybase Anywhere 17	Yes	No	No	No	No
Embedded PostgreSQL(max 5000 devices)	Yes	Yes	Yes	Yes	Yes
External PostgreSQL(max 20000 devices)	Yes	Yes (v11.x & 12.x except for v11.2)	Yes (v11.x & 12.x except for v11.2)	Yes 11.x (Except for 11.2), 12.x, 13.x, 14.x	Yes 11.x (Except for 11.2), 12.x, 13.x, 14.x, 15x

MSSQL	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
MSSQL 2008 SP3+ including Cluster	Yes	No	No	No	No
MSSQL 2008 R2 including Cluster	Yes	No	No	No	No
MSSQL 2012 SP3+ including Cluster	Yes	Yes	Yes	Yes	No
MSSQL 2014 including Cluster	Yes	Yes (SP2 and later)	Yes (SP2 and later)	Yes (SP2 and later)	Yes (SP2 and later)
MSSQL 2016 including Cluster	Yes (2016)	Yes (2016, SP0, & SP1)	Yes (2016, SP0, & SP1)	Yes (2016, SP0, & SP1)	Yes (2016, SP1 and later)
MSSQL 2017 including Cluster	No	Yes	Yes	Yes	Yes
MSSQL 2019	No	Yes	Yes	Yes	Yes
MSSQL 2022	No	No	No	No	Yes

Oracle	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Oracle 11g R2 (v11.2.0.4)	Yes	No	No	No	No
Oracle 12c R1 (v12.1.0.2)	Yes	Yes	Yes	Yes	No
Oracle 12c R2 (v12.2.0.1)	Yes	Yes	Yes	Yes	No

Oracle	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Oracle 18c R1 including Cluster and RAC	No	Yes	Yes	Yes	No
Oracle 19c including Cluster and RAC	No	Yes	Yes	Yes	Yes
Oracle 20c including Cluster and RAC	No	No	Yes	Yes	No
Oracle 21c including Cluster and RAC	No	No	No	No	Yes

If you find that you need to upgrade the database, consider the following:

- If you are using the Sybase database, migrate to the PostgreSQL database first. For information, see *Database Migration from Sybase to PostgeSQL.*
- If you are using an external database, you need to upgrade or migrate the external database to the supported latest version before upgrading the Primary Server.

Satellites

A Satellite must meet the minimum requirements for a managed device. Refer to the Managed Devices section for those requirements.

Managed Devices

The following sections show the operating systems supported as Windows, Linux, and Mac managed devices. For a detailed listing of managed device requirements, see Managed Devices (https://www.novell.com/documentation/zenworks-23.3/zen_system_requirements/data/zen_system_requirements.html#managed_device_requirements)section in System Requirements (https://www.novell.com/documentation/zenworks-23.3/zen_system_requirements/data/zen_system_requirements.html#managed_device_requirements).

Windows Managed Devices

Windows Servers	ZENworks 2017.x	ZENworks 2020.1	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Windows Server 2008 R2 SP1	Yes	Yes	Yes	No	No
Windows Server 2012	Yes	Yes	Yes	Yes	Yes
Windows Server 2012 R2	Yes	Yes	Yes	Yes	Yes
Windows Server 2016	Yes	Yes	Yes	Yes	Yes
Windows Server 2019	No	Yes	Yes	Yes	Yes
Windows Server 2022	No	No	No	Yes	Yes

Windows Workstations	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Windows 7 SP1	Yes	Yes	Yes	Yes	Yes
Windows Embedded 7 SP1	Yes	Yes	Yes	Yes	Yes
Windows 8	Yes	Yes	Yes	No	No
Windows Embedded 8	Yes	Yes	Yes	No	No
Windows 8.1 Enterprise and Professional	Yes	Yes	Yes	No	No
Windows Embedded 8.1	Yes	No	Yes	No	No
Windows 10	Yes	Yes	Yes	Yes	Yes
Windows 10 IoT	No	Yes	Yes	Yes	Yes
Windows 11 22H2	No	No	No	Yes	Yes
Windows 2019 Server	No	No	No	Yes	Yes
Windows Embedded 10	Yes	No	No	No	Yes
Windows XP SP3	Yes	Yes	Yes	No	No

Linux Managed Devices

SUSE Operating System	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
SLES 11 SP3	Yes	No	No	No	No
SLES 11 SP4	Yes	Yes	No	Yes	No
SLES 12 SP1	Yes	No	No	No	No
SLES 12 SP2	Yes	No	No	No	No
SLES 12 SP3	Yes	Yes	No	No	No
SLES 12 SP4	Yes	Yes	Yes	Yes	No
SLES 12 SP5	No	Yes	Yes	Yes	Yes
SLES 15	No	Yes	Yes	Yes	Yes
SLES 15 SP1	No	Yes	Yes	Yes	No
SLES 15 SP2	No	No	Yes	Yes	No
SLES 15 SP3	No	No	Yes	Yes	Yes

SUSE Operating System	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
SLES 15 SP4	No	No	No	Yes	Yes
SLES 15 SP5	No	No	No	No	Yes

Mac Managed Devices

Macintosh Operating System	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Macintosh 10.8.3 (Mountain Lion)	Yes	Yes	Yes	Yes	Yes
Macintosh 10.9.x (Mavericks)	Yes	Yes	Yes	Yes	Yes
Macintosh 10.10.x (Yosemite)	Yes	Yes	Yes	Yes	Yes
Macintosh 10.11.x (EL Capitan)	Yes	Yes	Yes	Yes	Yes
Macintosh 10.12.x (Sierra)	Yes	Yes	Yes	Yes	Yes
Macintosh 10.13.x (High Sierra)	No	Yes	Yes	Yes	Yes
Macintosh 10.14.x (Mojave)	No	No	Yes	Yes	Yes
Macintosh 10.15.x (Catalina)	No	No	Yes	Yes	Yes
Macintosh 11.x (Big Sur)	No	No	Yes	Yes	Yes
Macintosh 12.x (Monterey)	No	No	Yes	Yes	Yes
Macintosh 13.x (Ventura)	No	No	No	No	Yes

User Sources and Certificates

In general, you should not encounter any requirements issues related to user sources and certificates as you move through the upgrade. The following table summarizes key requirements. For a detailed listing of user source requirements, see User Source Requirements (https://www.novell.com/documentation/zenworks-23.3/zen_system_requirements/data/zen_system_requirements.html#ldap_directory_requirements).

Requirement	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
LDAP Version	LDAP v3	LDAP v3	LDAP v3	LDAP v3	LDAP v3
LDAP Authentication	Simple Bind	Simple Bind	Simple Bind	Simple Bind	Simple Bind
eDirectory User Source	v8.7.3, 8.8, 9.0	v8.7.3, 8.8, 9.0	v8.7.3, 8.8, 9.0	v9.0	v9.0
Microsoft ActiveDirectory User Source	Shipped with Win2000SP4 or later	Shipped with Win2000SP4 or later	Shipped with Win2000SP4 or later	Shipped with Win2000SP4 or later	Shipped with Win2000SP4 or later
Domain Services for Windows User Source	Yes	Yes	Yes	Yes	Yes
CA Certificate	SHA1 digest	SHA1 digest	SHA1 digest	SHA1 digest	SHA1 digest
Primary Server Certificates	SHA256 digest	SHA256 digest	SHA256 digest	SHA256 digest	SHA256 digest
MDM Server Certificates	NA	SHA-2 Signature 1-2 yrs	SHA-2 Signature 1-2 yrs	SHA-2 Signature 1-2 yrs	SHA-2 Signature 1-2 yrs
Azure Active Directory	No	No	No	No	Yes

Reporting Server

The following table shows the Reporting Server versions provided in each release and the ZENworks versions supported by each Reporting Server.

Reporting Server	ZENworks 2017.x	ZENworks 2020	ZENworks 2020.2	ZENworks 2020.3	ZENworks 23.3
Version	v6.2, 6.3.2, 6.4.3, 6.4.4	v7.2	v7.5	v7.8	v8.1.1
Backward Compatibility	NA	2017.x	2020.x, 2017.x	2020.x, 2017.x	2020.x

As you plan your upgrade, note that ZENworks Reporting does not support the PostgreSQL database until ZENworks 2020.

Upgrade from ZENworks 2017.x to ZENworks 2020

The first step in upgrading your ZENworks 2017.x system is to upgrade to ZENworks 2020. To do so, complete the following tasks:

❒ Make sure you have downloaded the ZENworks 2020 software and licenses you will need. For instructions, refer to "Software and Licenses Download (SLD)" on page 2.

❒ Perform any hardware, operating system, database, or software upgrades that are required before this step of the ZENworks upgrade. Refer to "System Requirements Considerations" on page 5 to help make this determination and *Understanding the Upgrade Order* for additional instructions.

❒ Upgrade your Primary Servers. For instructions, see *Upgrading the Primary Servers to ZENworks 2020.*

Or

❐ If you are using the ZENworks Virtual Appliance, migrate our appliances. For instructions, see *Appliance Migration.*

❐ Upgrade your Satellites. For instructions, see Updating Satellites and Managed Devices to ZENworks 2020.

Upgrade from ZENworks 2020 to ZENworks 2020 Update 2

The second step in upgrading your ZENworks 2017.x system is to upgrade to ZENworks 2020 Update 2. To do so, complete the following tasks:

❐ Make sure you have downloaded the ZENworks 2020 Update 2 software you will need. For instructions, refer to "Software and Licenses Download (SLD)" on page 2.

❐ Perform any hardware, operating system, database, or software upgrades that are required before this step of the ZENworks upgrade. Refer to "System Requirements Considerations" on page 5 to help make this determination and *Understanding the Upgrade Order* for additional instructions.

❐ Upgrade your Primary Servers. For instructions, see *Upgrading or Migrating the Primary Servers* and Upgrading Linux and Windows Primary Servers to ZENworks 2020 Update 2 *Upgrading Linux and Windows Primary Servers to ZENworks 2020 Update 2.*

❐ If you are using the ZENworks Virtual Appliance, migrate our appliances. For instructions, see *Appliance Migration.*

❐ Upgrade your Satellites. For instructions, see Updating Satellites and Managed Devices to ZENworks 2020 Update 2.

Upgrade from ZENworks 2020 Update 2 or Update 3 to ZENworks 23.3

To upgrade ZENworks 2020 Update 2 or ZENworks 2020 Update 3 to ZENworks 23.3, complete the following tasks:

❐ Make sure you have downloaded the ZENworks 23.3 software you will need. For instructions, refer to "Software and Licenses Download (SLD)" on page 2.

❐ Perform any hardware, operating system, database, or software upgrades that are required before this step of the ZENworks upgrade. Refer to "System Requirements Considerations" on page 5 to help make this determination.

❐ Initiate the upgrade process and import the system update from the .zip file or directory into the Zone. For instructions, see From Software and Licenses Download (SLD) (https://www.novell.com/documentation/zenworks-23.3/zen_sys_updates/data/bd1kl73.html#t4k8vh71gszr)

❐ Upgrade your Primary Servers. For instructions, see ZENworks System Updates Reference (https://www.novell.com/documentation/zenworks-23.3/pdfdoc/zen_sys_updates/zen_sys_updates.pdf#bookinfo).

❐ Upgrade your Satellites. For instructions, see Updating Satellites and Managed Devices to ZENworks 23.3. (https://www.novell.com/documentation/zenworks-23.3/zen_upgrade_satellites_managed_devices/data/bookinfo.html)

❐ Upgrade your managed devices. For instructions, see Updating Satellites and Managed Devices to ZENworks 23.3. (https://www.novell.com/documentation/zenworks-23.3/zen_upgrade_satellites_managed_devices/data/bookinfo.html)

Additional Information

ZENworks Documentation References

- ZENworks 23.3 Documentation (https://www.novell.com/documentation/zenworks-23.3/)
- ZENworks 2020 Update 3 Documentation
- ZENworks 2020 Update 2 Documentation
- ZENworks 2020 Update 1 Documentation
- ZENworks 2020 Documentation
- ZENworks 2017 Documentation

- Micro Focus Knowledge Base

ZENworks Video References

- On-Demand Webinars
- Micro Focus ZENworks Highlights Series
- ZENworks Appliance Administration Console Tour
- ZENworks Database Migration Options - Details and Logging
- ZENworks Database Migration Tool - Demo Migrating 2017 (or ZENworks 2020) external MSSQL (or Oracle) to internal PostgreSQL using the DB Migration Tool
- ZENworks 2020 Primary Server upgrade from ZENworks 2017
- ZENworks 2020 Appliance upgrade from ZENworks 2017

- More Video References in the ZENworks 2020 Documentation