Upgrading to ZENworks 11

Frequently Asked Questions – November 2010
Upgrading to Novell ZENworks 11

Q: Is it easier to upgrade from ZENworks 7 Desktop Management to ZENworks Configuration Management 10 or to ZENworks Configuration Management 11?

The process and simplicity of migrating from ZENworks 7 Desktop Management to ZENworks Configuration Management is the same for both versions. However, upgrading to ZENworks Configuration Management 11 opens the door to the latest product features, integrations and platform support.

Q: What is the high-level sequence for a ZENworks 10.x to ZENworks 11 upgrade?

All of the Primary Servers are upgraded from media. As part of this process, the system update content for ZENworks 11 is imported into the zone. The system update process is then used to upgrade the Satellite devices and agents.

Q: Are there preparatory steps that must be performed on ZENworks 10 agents before upgrading to ZENworks 11?

Yes. Prior to using system update, .NET 3.5 SP1 and Windows Installer 3.1 must be installed on all devices with the ZENworks 10 adaptive agent. For new agent installations, ZENworks 11 will automatically deploy these components if the PreAgentPkg.AgentCompleteDotNet.exe deployment package is used.

Q: What methods are available for deploying .NET 3.5 SP1 before an upgrade to ZENworks 11?

There are two automated methods for doing this using ZENworks. First, .NET 3.5 SP1 can be upgraded using a Windows Bundle. Novell will publish a bundle template on Novell Cool Solutions and will provide the installation source as part of the media. This will allow for quick and easy creation of the bundle. The second method is to use ZENworks Patch Management to update .NET to the required version.

Q: What is the impact of upgrading SQL or Oracle database servers as part of this process?

Upgrading your database version is not something the ZENworks upgrade automates. The process of upgrading database versions is managed separately from ZENworks.

Q: What is the process of upgrading a ZENworks Configuration Management 10 server with ZENworks Reporting Server (ZRS) installed?

The upgrade of the ZENworks Reporting Server is a three-step process. The first step is to export any custom reports from the current Reporting Server. Then, the ZENworks Reporting Server server will need to be uninstalled from the ZENworks Primary Server and re-installed once the Primary Server has been upgraded to ZENworks Configuration Management 11. The last step is to upgrade the Reporting Server to ZENworks 11 and then re-import the custom reports.

Q: Will custom reports created in the ZENworks Reporting Server work after upgrading the ZONE to ZENworks Configuration Management 11 and re-importing them?

The ZENworks Reporting Server creates custom reports using SQL queries that are based on universe relationships. For this reason, all reports created from universe objects in ZENworks Configuration Management 10 should work. However, if the custom report contains direct SQL statements, then it may need to be re-created or modified after the upgrade.
Q: Will the ZENworks agent recognize an existing ZENworks Endpoint Security Management Agent (as we require them to be uninstalled before the ZENworks 11 upgrade)?

Yes. If the ZENworks Endpoint Security Management 3.x or 4.x agent is installed, the ZENworks 11 installation mechanism will fail with the following error: "The update was aborted because a pre-requisite check failed. A previous version of the ZESM agent was found." This error is displayed on the device and in the ZENworks Control Center in the deployment task.

**New Functionality in ZENworks Configuration Management 11**

Q: Are there any significant changes in platform support with ZENworks 11?

ZENworks 11 will no longer support management of Windows 2000 devices. Microsoft does not support .NET 3.5 SP1 on Windows 2000, and this is a pre-requisite of the ZENworks 11 agent.

Q: Are there any significant architectural changes from ZENworks 10 to ZENworks 11?

The architecture of ZENworks has not changed significantly, but some of the core components have. ZENworks 11 will ship with Tomcat 6 and a 64-bit JVM. At upgrade time, the JVM will automatically upgrade to the 64-bit version if the underlying operating system is 64-bit.

Q: Are there any significant changes in functionality with the ZENworks 11 agent?

The biggest change on the Windows management side is the inclusion of Location Awareness capabilities. The integration of ZENworks Endpoint Security Management provides this as a core function of the ZENworks Adaptive Agent.

Q: Will customers need to purchase ZENworks Endpoint Security Management to be able to use the Location Awareness functionality?

No. Location Awareness is now part of the core product. Customer who are only entitled to ZENworks Configuration Management will be able to define locations and map the content and configuration needs to these locations.

**Upgrading to ZENworks Virtual Appliance**

Q: What is the procedure for upgrading a ZENworks Virtual Appliance 10?

The appliance upgrade is a side-by-side upgrade that will be fully covered in the product documentation. In summary, the following steps need to be followed:

**Manual Steps:**

1. Deploy a new ZENworks Appliance 11. This will be based on SLES 11 SP1.
2. When the ZENworks Configuration Wizard appears, choose to migrate an older appliance instead of creating a new zone.
3. Specify the IP address and root password of the ZENworks Virtual Appliance 10.

**Automated Steps:**
4. Via a secure channel, code is copied from the ZENworks Virtual Appliance 11 to the ZENworks Virtual Appliance 10.

5. The ZENworks Virtual Appliance's 10 content and database (if internal Sybase) are upgraded. If the appliance server has the reporting role, report definitions are backed-up.

6. The upgraded database (if internal Sybase) and content are copied to the ZENworks Virtual Appliance 11.

7. Other configuration items (such as certificates) and backed up, and report definitions are copied to the ZENworks Virtual Appliance 11.

8. The ZENworks Virtual Appliance 10 is shut down remotely.

9. The ZENworks Virtual Appliance 11 assumes the network identity (IP Address, Hostname, etc) of the ZENworks Virtual Appliance 10.

10. Upon restart, the new ZENworks Virtual Appliance 11 functions as a Primary Server in the same zone.