

Upgrade Guide

Novell® ZENworks® 10 Configuration Management

10.2

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About This Guide

This *Novell ZENworks 10 Configuration Management SP2 Upgrade Guide* includes information about new enhancements in Novell® ZENworks® 10 Configuration Management SP2 (10.2) and information to help you successfully upgrade to this release.

The information in this guide is organized as follows:

- ♦ Chapter 1, “What’s New,” on page 9
- ♦ Chapter 2, “Upgrading from ZENworks Configuration Management 10.0.x to SP2 (10.2),” on page 17
- ♦ Chapter 3, “Upgrading from ZENworks Configuration Management 10.1.x to SP2 (10.2),” on page 21
- ♦ Appendix A, “Documentation Updates,” on page 25

Audience

This guide is intended for ZENworks administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, or go to the [Novell Documentation Feedback site \(http://www.novell.com/documentation/feedback.html\)](http://www.novell.com/documentation/feedback.html) and enter your comments there.

Additional Documentation

ZENworks 10 Configuration Management is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks 10 Configuration Management with SP2 \(10.2\) documentation Web site \(http://www.novell.com/documentation/zcm10/index.html\)](http://www.novell.com/documentation/zcm10/index.html).

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In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux*, should use forward slashes as required by your software.

What's New

1

The following sections describe the new features in Novell® ZENworks® 10 Configuration Management SP2:

- ♦ Section 1.1, “Asset Inventory,” on page 9
- ♦ Section 1.2, “Asset Management,” on page 10
- ♦ Section 1.3, “Bundles and Actions,” on page 10
- ♦ Section 1.4, “Discovery and Deployment,” on page 10
- ♦ Section 1.5, “Support for New Platforms,” on page 11
- ♦ Section 1.6, “General Product Updates,” on page 11
- ♦ Section 1.7, “Installation,” on page 12
- ♦ Section 1.8, “Imaging,” on page 12
- ♦ Section 1.9, “Licensing,” on page 12
- ♦ Section 1.10, “Personality Migration,” on page 13
- ♦ Section 1.11, “Policy Management,” on page 13
- ♦ Section 1.12, “Remote Management,” on page 13
- ♦ Section 1.13, “Reporting,” on page 14
- ♦ Section 1.14, “Satellite Devices,” on page 14
- ♦ Section 1.15, “Upgrading,” on page 14
- ♦ Section 1.16, “ZENworks Adaptive Agent,” on page 15
- ♦ Section 1.17, “ZENworks Control Center,” on page 15
- ♦ Section 1.18, “ZENworks Migration,” on page 16
- ♦ Section 1.19, “ZENworks System Update,” on page 16

1.1 Asset Inventory

Asset Inventory in ZENworks 10 Configuration Management SP2 allows you to do the following tasks:

- ♦ Import the inventory information from Novell eDirectory™ and Microsoft* Active Directory to the ZENworks database.
- ♦ View all the retired devices and device components through the Inventory custom reports.

For more information, see the *ZENworks 10 Configuration Management Asset Inventory Reference*.

1.2 Asset Management

Asset Management includes the following new features or enhancements:

- ♦ You can allocate licenses by device and demographic data (site, department, or cost center). For example, you can allocate licenses specifically to WorkstationA and WorkstationB, and you can allocate licenses to workstations at Site1. For more information, see “[License Allocations](#)” in the *ZENworks 10 Asset Management Reference*.
- ♦ Software usage data is displayed on License Management pages in the ZENworks Control Center. Previously, this information was available only by generating a software usage report.
- ♦ The Migration utility supports Oracle*-to-Oracle database migration of Asset Management data. This means you can migrate ZENworks Asset Management 7.5 data in one Oracle database to an Oracle database being used for ZENworks 10. The supported Oracle versions for both the source and target databases are 9.2, 10.1, and 10.2. For more information, see “[System Requirements](#)” in the *Novell ZENworks 10 Asset Management Migration Guide*.
- ♦ If the Asset Management license state is Deactivated (meaning the product is not active or in evaluation), the ZENworks Control Center does not display the Asset Management features. In addition, the Application Usage Monitor client (part of the ZENworks Adaptive Agent) is not installed on devices. For more information about license states, see “[ZENworks 10 Product Licensing](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

1.3 Bundles and Actions

Bundles and Actions in ZENworks 10 Configuration Management SP2 provide the following new features or enhancements:

- ♦ The following new deployment statuses have been added:
 - ♦ **Partial Success:** The deployment of the bundle is partially successful if the bundle is executed, even though one or more of the bundle's actions set to *Continue on Failure* have failed.
 - ♦ **Partial Completed:** The deployment of the bundle is partially completed if the bundle is a run-once bundle and it is executed, even though one or more of the bundle's actions set to *Continue on Failure* have failed.
- ♦ In the Summary page of the bundle, set *Show Bundle Activity* to *Yes* to display the activity of the bundle execution on the managed device.
- ♦ You can now use File Version as a system requirement for bundles. For more information, see “[Adding System Requirements for a Policy](#)” in the *ZENworks 10 Configuration Management Software Distribution Reference*.

For more information, see the *ZENworks 10 Configuration Management Software Distribution Reference*.

1.4 Discovery and Deployment

Discovery and Deployment in ZENworks 10 Configuration Management SP2 allows you to do the following tasks:

- ♦ Discover devices by using Windows* Proxy for the Windows ZENworks Primary Server.
- ♦ Deploy the ZENworks Adaptive Agent to a Linux device as a satellite.

- ♦ Exclude IP subnets or address ranges from the discovery.
- ♦ Use IP discovery technologies to gather more information on the LDAP discovered devices.
- ♦ Install the ZENworks Adaptive Agent with the features selected through ZENworks Control Center.

For more information, see the *ZENworks 10 Configuration Management Discovery, Deployment, and Retirement Reference*.

1.5 Support for New Platforms

ZENworks 10 Configuration Management SP2 provides the following new features or enhancements:

- ♦ Support for the following server platforms:
 - ♦ SUSE® Linux Enterprise Server 10 SP2 (SLES 10)
 - ♦ Open Enterprise Server 2 SP1 (OES Linux)

For more information, see “**Primary Server Requirements**” in the *ZENworks 10 Configuration Management Installation Guide*.

- ♦ Support for the following platforms as Satellite devices:
 - ♦ SLES 10 on the 32-bit (x86) and 64-bit (x86-64) architectures
 - ♦ SLES 10 SP1 on the 32-bit (x86) and 64-bit (x86-64) architectures
 - ♦ SLES 10 SP2 on the 32-bit (x86) and 64-bit (x86-64) architectures
 - ♦ OES Linux 2 SP1 on the 32-bit (x86) and 64-bit (x86-64) architectures

For more information, see “**Satellite Requirements**” in the *ZENworks 10 Configuration Management Installation Guide*.

- ♦ Support for the following Citrix* platforms as managed devices and Windows Satellite devices:
 - ♦ Citrix XenApp* MetaFrame* XP
 - ♦ Citrix XenApp Presentation Server 4.0
 - ♦ Citrix XenApp Presentation Server 4.5

1.6 General Product Updates

ZENworks 10 Configuration Management SP2 provides the following new features or enhancements:

- ♦ Roaming profile support for Windows Vista* and Windows Server* 2008.
- ♦ Support for Mono® 2.0.
- ♦ Alerts from Novell about current issues, new updates, promotions, and so forth. Lets you view, update, sort, and delete the news alerts.

1.7 Installation

The Novell ZENworks 10 installation media includes the following products:

- ♦ ZENworks 10 Configuration Management SP2
- ♦ ZENworks 10 Asset Management SP2
- ♦ ZENworks 10 Patch Management SP2
- ♦ Asset Inventory for UNIX/Linux

All four products are always installed. You activate a product by supplying a valid product license during the installation or after the installation (through the ZENworks management console). If you do not have a valid license for a product, you can evaluate the product for 60 days. You can start the evaluation period during installation or after the installation.

Configuration Management and Asset Management can be used together or independently. Patch Management requires Configuration Management. Asset Inventory for UNIX/Linux requires Configuration Management or Asset Management.

For more information, see the *ZENworks 10 Configuration Management Installation Guide*.

1.8 Imaging

Imaging in ZENworks 10 Configuration Management SP2 provides the following new features or enhancements:

- ♦ Support for Symantec* Ghost.
- ♦ Support for imaging of a device having multiple disks in the Windows Imaging Format (.wim) and Ghost Format (.gho).
- ♦ Support for imaging operations on a Linux Satellite device.
- ♦ You can replicate the `tftp` directory changes from a Primary Server to other Imaging servers (Primary Server or Satellite device with the Imaging role).

For more information, see the *ZENworks 10 Configuration Management Preboot Services and Imaging Reference*.

1.9 Licensing

Licensing in ZENworks 10 Configuration Management SP2 provides the following new features or enhancements:

- ♦ The license state of the following products installed on the device depends on the license key provided during the installation of ZENworks 10 Configuration Management SP2. You can evaluate, activate, or deactivate any of the following products after it has been installed on the device:
 - ♦ ZENworks 10 Configuration Management
 - ♦ ZENworks 10 Asset Management

- ♦ ZENworks Asset Inventory for UNIX/Linux
- ♦ ZENworks 10 Patch Management
- ♦ You can use a `zman` command to show the current license states of all known ZENworks Configuration Management components and DataModel plug-ins in two separate lists. This is done with the `license-show-active-components` (or `lsac`) `zman` command.

For more information, see “[ZENworks 10 Product Licensing](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

1.10 Personality Migration

Personality Migration in ZENworks 10 Configuration Management SP2 provides the following new features or enhancements:

- ♦ You can span the personality migration data across multiple files with each file limited to a particular size. This helps to store the data on removable media.
- ♦ You can encrypt the PNP file with a password.
- ♦ The bundles that are created by using the Store Personality or Apply Personality actions now always run as a dynamic administrator.

For more information, see the *ZENworks 10 Personality Migration Reference*.

1.11 Policy Management

Policy Management in ZENworks 10 Configuration Management SP2 provides the following new features or enhancements:

- ♦ You can select the *Enable Volatile User Cache* option in the Dynamic Local User policy to cache the volatile user account on the device for a specified period of time. For more information, see “[Enable Volatile User Cache](#)” in the *ZENworks 10 Configuration Management Policy Management Reference*.
- ♦ iPrint Policy Management Utility (ippman). You can use the ippman utility to manipulate existing iPrint policies.
- ♦ You can now use File Version as a system requirement for policies. For more information, see “[Adding System Requirements for a Policy](#)” in the *ZENworks 10 Configuration Management Policy Management Reference*.

1.12 Remote Management

Remote Management in ZENworks 10 Configuration Management SP2 provides the following new features or enhancements:

- ♦ You can perform Remote Management operations on a managed device that is on a private network or is on the other side of a firewall or router that is using NAT (Network Address Translation).
- ♦ You can perform Remote Management operations on a managed device when an external certificate authority is deployed in the management zone.

For more information, see the *ZENworks 10 Configuration Management Remote Management Reference*.

1.13 Reporting

The Reporting Server in ZENworks 10 Configuration Management SP2 provides the following new features or enhancements:

- ♦ Installation of the Reporting Server in the languages supported by ZENworks Configuration Management.
- ♦ Redesigned layouts for predefined reports.
- ♦ Support for 64-bit (x86-64) architecture.
- ♦ Support for the Windows 2008 platform.
- ♦ Using BusinessObjects* Reporting Engine XI R3.1 instead of BusinessObjects Enterprise Reporting Engine XI R2.2.
- ♦ The reporting universes have been enhanced to improve the user experience in custom reporting. The custom reports created in the previous releases of ZENworks Configuration Management are not transferable to this release of the ZENworks Reporting Server. The reports must be re-created in this release of the ZENworks Reporting Server.

For more information, see the *ZENworks 10 Configuration Management Reporting Server Installation Guide*.

1.14 Satellite Devices

ZENworks 10 Configuration Management SP2 provides the following new features or enhancements for Satellite devices:

- ♦ Unmanaged Linux devices (servers and workstations) can perform Satellite roles. For more information about the minimum requirements for a Linux Satellite device, see “**Linux Device Performing Satellite Roles**” in the *ZENworks 10 Configuration Management Installation Guide*.
- ♦ You can deploy the ZENworks Adaptive Agent for Linux to a Linux device in order to use that device as a Satellite device. For more information, see “**Deploying the ZENworks Adaptive Agent to Linux Satellites**” in the *ZENworks 10 Configuration Management Discovery, Deployment, and Retirement Reference*.
- ♦ You can uninstall a Linux Satellite device. For more information, see “**Uninstalling ZENworks 10 Configuration Management SP2 Linux Satellite**” in the *ZENworks 10 Configuration Management Installation Guide*.
- ♦ If you move a Satellite from one parent ZENworks Primary Server to another Primary Server, content (bundles and policies) is added to the new Primary Server if the content is not already hosted on the device.

For more information, see “**Satellites**” in the *ZENworks 10 Configuration Management System Administration Reference*.

1.15 Upgrading

You must use the ZENworks System Update feature to upgrade from ZENworks Configuration Management 10.1.x to SP2 (10.2). For more information, see **Chapter 3, “Upgrading from ZENworks Configuration Management 10.1.x to SP2 (10.2),”** on page 21.

For more information about upgrading from 10.0.x, see [Chapter 2, “Upgrading from ZENworks Configuration Management 10.0.x to SP2 \(10.2\),”](#) on page 17.

1.16 ZENworks Adaptive Agent

The ZENworks Adaptive Agent in ZENworks 10 Configuration Management SP2 provides the following new features or enhancements:

- You can uninstall, enable, or disable the following Adaptive Agent features:

- Asset Management
- Bundle Management
- Image Management
- Patch Management
- Policy Management
- Remote Management
- User Management

For more information, see [“Agent Features”](#) in the *ZENworks 10 Configuration Management System Administration Reference*.

- You can view the version of the ZENworks Adaptive Agent software and Agent modules installed on a device. For more information, see [“Viewing the Version of the Adaptive Agent Software and Modules on a Device”](#) in the *ZENworks 10 Configuration Management System Administration Reference*.
- You can search for devices that have a specified version of the ZENworks Adaptive Agent installed to help with upgrading or troubleshooting. For more information, see [“Searching for Devices that Have a Specified Version of the Adaptive Agent”](#) in the *ZENworks 10 Configuration Management System Administration Reference*.

1.17 ZENworks Control Center

ZENworks 10 Configuration Management SP2 provides the following new features or enhancements for ZENworks Control Center (ZCC):

- You can deactivate a product in the ZENworks Control Center. If you choose to deactivate a product, all locations in ZENworks Control Center no longer display anything related to the deactivated product. For more information on deactivating the product, see [“Deactivating a Product”](#) in the *ZENworks 10 Configuration Management System Administration Reference*.
- You can view information from Novell about current top issues, news updates, promotions, and so on in the ZENworks News Alerts panel on the home page of ZENworks Control Center. For more information on managing the news, see [“ZENworks News”](#) in the *ZENworks 10 Configuration Management System Administration Reference*.
- You can determine which versions of ZENworks Configuration Management (ZCM), ZENworks Asset Management (ZAM), and ZENworks Patch Management (ZPM) are running on ZENworks Primary Servers in your Management Zone. For more information, see [“Determining the ZENworks Software Version Installed on Servers”](#) in the *ZENworks 10 Configuration Management System Administration Reference*.

- ♦ The Bookmark feature allows you to use your Web browser to manage direct access to the various locations in ZCC, instead of performing the usual navigation clicks. For more information, see “[Bookmarking ZENworks Control Center Locations](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.
- ♦ The roles feature allows you to specify rights that can be assigned as roles for ZENworks administrators. You can create a specialized role, then assign administrators to that role to allow or deny them the ZCC rights that you specify for that role. For more information, see “[Managing Administrator Roles](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

1.18 ZENworks Migration

Migration in ZENworks 10 Configuration Management SP2 allows you to migrate user groups and container associations from traditional ZENworks to ZENworks Configuration Management.

For more information, see the *ZENworks 10 Configuration Management ZENworks Migration Guide*.

1.19 ZENworks System Update

The ZENworks System Update has been improved and new enhancements added. For more information, see “[ZENworks System Updates](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

Upgrading from ZENworks Configuration Management 10.0.x to SP2 (10.2)

2

This section contains information about upgrading from Novell® ZENworks® Configuration Management 10.0.x to ZENworks Configuration Management SP2 (10.2). For information about upgrading from ZENworks Configuration Management 10.1.x, see [Chapter 3, “Upgrading from ZENworks Configuration Management 10.1.x to SP2 \(10.2\),” on page 21](#).

To upgrade from ZENworks 10 Configuration Management 10.0.x to ZENworks 10 Configuration Management SP2 (10.2), devices must meet the requirements described in “[System Requirements](#)” in the *ZENworks 10 Configuration Management Installation Guide*.

Because of changes in the ZENworks architecture, ZENworks servers and managed devices cannot be upgraded from version 10.0.x directly to version 10.2. However, you can use a combination of ZENworks System Update and the installation media to go from 10.0.x to 10.2.

You cannot use the ZENworks 10 Configuration Management SP2 installation media to upgrade from version 10.0.x to SP2. You must follow the directions in this section.

IMPORTANT: Because the upgrade process uses different versions of ZENworks Configuration Management, you must use different versions of the documentation to perform the upgrade. Ensure that you follow directions in the appropriate version of each guide referenced below.

Perform the tasks in the following sections to upgrade to ZENworks 10 Configuration Management SP2:

- ♦ [Section 2.1, “Pre-Upgrade Task for BusinessObjects Enterprise Server,” on page 17](#)
- ♦ [Section 2.2, “Upgrading to ZENworks Configuration Management 10.2,” on page 19](#)
- ♦ [Section 2.3, “Post-Upgrade Tasks,” on page 19](#)

2.1 Pre-Upgrade Task for BusinessObjects Enterprise Server

This section is applicable only if BusinessObjects Enterprise is installed on ZENworks 10 Configuration Management Primary Server. If BusinessObject Enterprise is not installed on ZENworks 10 Configuration Management Primary Server, continue with [Section 2.2, “Upgrading to ZENworks Configuration Management 10.2,” on page 19](#).

If BusinessObjects Enterprise is installed on the ZENworks 10 Configuration Management Primary Server, BusinessObjects Enterprise ceases to work when you upgrade the server to ZENworks 10 Configuration Management SP2.

To continue to create and generate ZENworks Reports, perform the following tasks in the order listed:

1. Uninstall BusinessObjects Enterprise Server that is installed on ZENworks 10 Configuration Management Primary Server. For more information, see [Section 2.1.1, “Uninstalling BusinessObjects Enterprise,” on page 18.](#)
2. Install ZENworks Reporting Server. For more information, see [Section 2.1.2, “Installing ZENworks Reporting Server,” on page 19.](#)

2.1.1 Uninstalling BusinessObjects Enterprise

- 1 Upgrade the ZENworks 10 Configuration Management Primary Server to Update for ZENworks Configuration Management (10.1.1). For more information, see [“Introduction to ZENworks System Updates” in the ZENworks 10 Configuration Management System Administration Reference.](#)
- 2 Uninstall the BusinessObjects Enterprise Server from the Primary Server.
 - ♦ **On Windows:** Do the following:
 1. Log in as an administrator.
 2. On the desktop, click *Start > Settings > Control Panel*.
 3. Double-click *Add or Remove Programs* and uninstall BusinessObjects Enterprise Server.
 4. At the command prompt, go to the `%ZENWORKS_HOME%\share\pmrboecleanup` directory.
 5. Run the `pmrboecleanup.bat` file.

(Conditional) Do not run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file bundled with Update for ZENworks Configuration Management (10.1.1) on the Primary Server that has the Reporting Server installed. If you run the file, the Reporting Server is removed from the Primary Server. To resolve this issue, upgrade to Update for ZENworks Configuration Management (10.1.2). The Reporting Server is not removed from the Primary Server when you subsequently run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file.
 6. To view the log information, go to `%ZENWORKS_HOME%\logs\pmrboepostuninstall.log`.
 - ♦ **On Linux:** Do the following:
 1. Log in as root.
 2. Stop the BusinessObjects Enterprise services by running the following command:

```
/etc/init.d/BobjEnterprise115 stop
```
 3. Uninstall the BusinessObjects Enterprise Server by running the following command:

```
/opt/novell/zenworks/share/boe/bobje/uninstallBOBJE.sh
```
 4. Navigate to the `/opt/novell/zenworks/share/pmrboecleanup` directory.
 5. Run the `pmrboecleanup.sh` script file.

(Conditional) Do not run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file bundled with Update for ZENworks Configuration Management (10.1.1) on the Primary Server that has the Reporting Server installed. If you run the file, the Reporting Server is removed from the Primary Server. To resolve this issue, upgrade

to Update for ZENworks Configuration Management (10.1.2). The Reporting Server is not removed from the Primary Server when you subsequently run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file.

6. To view the log information, go to `/var/opt/novell/log/zenworks/pmrboepostuninstall.log`.

2.1.2 Installing ZENworks Reporting Server

Install the Reporting Server either on the same Primary Server from which you have uninstalled the BusinessObjects Enterprise Server, or on a different server. For more information on installing the Reporting Server, see the *ZENworks 10 Configuration Management Reporting Server Installation Guide*.

2.2 Upgrading to ZENworks Configuration Management 10.2

- 1 Make sure that you have completed the steps in [Section 2.1, “Pre-Upgrade Task for BusinessObjects Enterprise Server,” on page 17](#).
- 2 Use System Update to upgrade ZENworks Servers and managed devices from ZENworks Configuration Management 10.0.x to 10.0.3.
For more information, see *ZENworks System Updates* in the *ZENworks 10 System Administration Guide* (http://www.novell.com/documentation/zcm10/pdfdoc/zcm_upgrade/zcm10_system_admin_10.pdf).
- 3 Use the ZENworks 10.1 installation media to upgrade all Primary Servers from 10.0.3 to 10.1.
For more information, see the *ZENworks 10 Configuration Management Upgrade Guide (10.1 version)* (http://www.novell.com/documentation/zcm10/pdfdoc/zcm_upgrade/zcm101_upgrade_101.pdf).
- 4 Use System Update to update 10.1 Primary Servers and 10.0.3 managed devices to 10.2.
 - 4a (Conditional) Update the Primary Server hosting the ZENworks internal database from 10.1 to 10.2.
 - 4b Update all other Primary Servers in the Management Zone from 10.1 to 10.2 (order doesn't matter).
 - 4c Update managed devices from 10.0.3 to 10.2.
Before applying version 10.2, you should remove the earlier updates for ZENworks 10 Configuration Management from ZENworks Control Center.
For more information, see *ZENworks System Updates* in the *ZENworks 10 System Administration Guide (10.1 version)* (http://www.novell.com/documentation/zcm10/pdfdoc/zcm_upgrade/zcm10_system_admin_101.pdf).

IMPORTANT: After upgrading to ZENworks 10 Configuration Management SP2 (10.2), you cannot install a ZENworks Primary Server from a previous version of ZENworks Configuration Management in your SP2 Management Zone.

2.3 Post-Upgrade Tasks

- [Section 2.3.1, “Reinstalling the Novell File Upload Extension,” on page 20](#)

2.3.1 Reinstalling the Novell File Upload Extension

If the ZENworks 10 Configuration Management File Upload extension is already installed on the server that is running ZENworks Control Center, you must reinstall the Novell File Upload Extension before performing any third-party Imaging operations:

- 1 Uninstall the Novell File Upload extension.

On Internet Explorer: Perform the following steps:

1. Close all instances of the Internet Explorer* browser.
2. Start a new instance of the browser.
3. Click *Tools > Internet Options > General*.
4. In the *Browsing History* panel, click *Settings*.
5. In the Temporary Internet Files and History Settings window, click *View Objects*.
6. In the Downloaded Program Files window, right-click *NFileUpload Class*, then click *Remove*.

On Firefox: Perform the following steps:

1. Click *Tools > Add-ons*.
2. In the *Add-ons* window, click *Novell ZENworks File Upload Extension 10.0.x*, then click *Uninstall*.
3. Close the Firefox* browser.
4. Locate the *Firefox_install_directory/plugins* directory and delete the *npzenworks.dll* and *nsINZENScriptablePlugin.xpt* files from the directory.
5. Restart Firefox.

- 2 Install the ZENworks 10 Configuration Management SP2 File Upload extension.

The next time you use ZENworks Control Center to browse for file paths and upload files, you are prompted to install the latest Novell File Upload Extension. Follow the prompts to install the Novell File Upload extension.

Upgrading from ZENworks Configuration Management 10.1.x to SP2 (10.2)

3

This section contains information about upgrading from Novell® ZENworks® Configuration Management 10.1.x to ZENworks Configuration Management SP2 (10.2). For information about upgrading from ZENworks Configuration Management 10.0.x, see [Chapter 2, “Upgrading from ZENworks Configuration Management 10.0.x to SP2 \(10.2\),” on page 17](#).

To upgrade from Novell ZENworks 10 Configuration Management 10.1.x to ZENworks 10 Configuration Management SP2 (10.2), devices must meet the requirements described in “[System Requirements](#)” in the *ZENworks 10 Configuration Management Installation Guide*.

The ZENworks 10 Configuration Management SP2 (10.2) update is cumulative, meaning that you can upgrade directly to version 10.2 from the following versions:

- ♦ A Primary Server that has any of the following versions of ZENworks 10 Configuration Management installed:
 - ♦ ZENworks 10 Configuration Management with SP1 (10.1)
 - ♦ Update for ZENworks 10 Configuration Management (10.1.1)
 - ♦ Update for ZENworks 10 Configuration Management (10.1.1c)
 - ♦ Update for ZENworks 10 Configuration Management (10.1.2a)
 - ♦ Update for ZENworks 10 Configuration Management (10.1.3)
- ♦ Managed devices that have ZENworks 10 Configuration Management (10.0.3) or later installed.

You cannot use the ZENworks 10 Configuration Management SP2 installation media to upgrade from version 10.1.x to SP2. You must follow the directions in this section.

Perform the tasks in the following sections to upgrade to ZENworks 10 Configuration Management SP2:

- ♦ [Section 3.1, “Understanding What the Upgrade Does Not Do,” on page 21](#)
- ♦ [Section 3.2, “Pre-Upgrade Task for ZENworks Reporting Server,” on page 22](#)
- ♦ [Section 3.3, “Upgrading to ZENworks Configuration Management 10.2,” on page 22](#)
- ♦ [Section 3.4, “Post-Upgrade Tasks,” on page 22](#)

3.1 Understanding What the Upgrade Does Not Do

You cannot migrate the custom reports created in ZENworks 10 Configuration Management or ZENworks 10 Configuration Management with SP1 (10.1) to ZENworks 10 Configuration Management with SP2 (10.2). You must re-create these reports on the ZENworks Reporting Server.

3.2 Pre-Upgrade Task for ZENworks Reporting Server

To prepare for installing the ZENworks Reporting Server on the ZENworks 10 Configuration Management SP2 Primary Server, uninstall the ZENworks Reporting Server if it is installed on the ZENworks 10 Configuration Management SP1 Primary Server.

For more information on how to uninstall the ZENworks Reporting Server, see “[Uninstalling ZENworks Reporting Server](#)” in the *ZENworks 10 Configuration Management Reporting Server Installation Guide*.

3.3 Upgrading to ZENworks Configuration Management 10.2

IMPORTANT: Before applying version 10.2, it is recommended to remove the earlier updates for ZENworks 10 Configuration Management from ZENworks Control Center.

- 1 Use System Update to update Primary Servers and managed devices to 10.2:
 - 1a (Conditional) Update the Primary Server hosting the ZENworks internal database.
 - 1b Update all other Primary Servers in the Management Zone (order doesn't matter).
 - 1c Update managed devices.

For more information, see *ZENworks System Updates* in the [ZENworks 10 System Administration Guide \(10.1 version\)](#) (http://www.novell.com/documentation/zcm10/pdfdoc/zcm_upgrade/zcm10_system_admin_101.pdf).

IMPORTANT: After upgrading to ZENworks 10 Configuration Management SP2 (10.2), you cannot install a ZENworks Primary Server from a previous version of ZENworks Configuration Management in your SP2 Management Zone.

If you have any ZENworks 10 Configuration Management SP1 (10.1) Satellites with Imaging role in the Management Zone, you must upgrade the Satellites to ZENworks 10 Configuration Management SP2 (10.2) to successfully perform Imaging operations such as take an image or restore an image from the Satellites. To upgrade the ZENworks 10 Configuration Management SP1 (10.1) Satellites to ZENworks 10 Configuration Management SP2 (10.2), perform [Step 1](#).

3.4 Post-Upgrade Tasks

- [Section 3.4.1, “Reinstalling the Novell File Upload Extension,” on page 23](#)
- [Section 3.4.2, “Uploading WAIK,” on page 23](#)
- [Section 3.4.3, “Installing ZENworks Reporting Server,” on page 23](#)

3.4.1 Reinstalling the Novell File Upload Extension

If the ZENworks 10 Configuration Management File Upload extension is already installed on the server that is running ZENworks Control Center, you must reinstall the Novell File Upload Extension before performing any third-party Imaging operations:

- 1 Uninstall the Novell File Upload extension.

On Internet Explorer: Perform the following steps:

1. Close all instances of the Internet Explorer browser.
2. Start a new instance of the browser.
3. Click *Tools > Internet Options > General*.
4. In the *Browsing History* panel, click *Settings*.
5. In the Temporary Internet Files and History Settings window, click *View Objects*.
6. In the Downloaded Program Files window, right-click *NFileUpload Class*, then click *Remove*.

On Firefox: Perform the following steps:

1. Click *Tools > Add-ons*.
2. In the *Add-ons* window, click *Novell ZENworks File Upload Extension 10.1.x*, then click *Uninstall*.
3. Close the Firefox browser.
4. Locate the *Firefox_Install_directory/plugins* directory and delete the *npzenworks.dll* and *nsINZENScriptablePlugin.xpt* files from the directory.
5. Restart Firefox.

- 2 Install the ZENworks 10 Configuration Management SP2 File Upload extension.

The next time you use ZENworks Control Center to browse for file paths and upload files, you are prompted to install the latest Novell File Upload Extension. Follow the prompts to install the Novell File Upload extension.

3.4.2 Uploading WAIK

If you are upgrading from ZENworks 10 Configuration Management with SP1 (10.1) to ZENworks 10 Configuration Management SP2, and if WAIK was already uploaded prior to the upgrade, you must upload WAIK (*winpe.wim*) again after upgrading to ZENworks 10 Configuration Management SP2.

For more information on how to upload WAIK, see the *ZENworks 10 Configuration Management Preboot Services and Imaging Reference*.

3.4.3 Installing ZENworks Reporting Server

If the ZENworks Reporting Server is installed on the ZENworks 10 Configuration Management (10.1) Primary Server, the ZENworks Reporting Server ceases to work when you upgrade the server to ZENworks 10 Configuration Management SP2.

To continue to create and generate ZENworks Reports, install the ZENworks Reporting Server either on the same Primary Server from which you have uninstalled the ZENworks Reporting Server, or on a different server. For more information on installing the ZENworks Reporting Server, see the *ZENworks 10 Configuration Management Reporting Server Installation Guide*.

Documentation Updates

A

This section contains information on documentation content changes that were made in this *Upgrade Guide* after the initial release of Novell® ZENworks® 10 Configuration Management. The changes are listed according to the date they were published.

The documentation for this product is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the changes listed in this section.

If you need to know whether a copy of the PDF documentation that you are using is the most recent, the PDF document includes a publication date on the title page.

The documentation was updated on the following date:

- ♦ **Section A.1, “August 5, 2009: Update for ZENworks 10 Configuration Management (10.2.1),” on page 25**

A.1 August 5, 2009: Update for ZENworks 10 Configuration Management (10.2.1)

Updates were made to the following sections:

Location	Update
Section 2.1, “Pre-Upgrade Task for BusinessObjects Enterprise Server,” on page 17	Updated this section.

