



ZENworks 2020 Update 3

Update Satellites and Managed Devices

Guide

November 2022

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About This Guide

This guide includes information about new enhancements in ZENworks 2020 Update 3 and information to help you successfully upgrade to this release.

The information in this guide is organized as follows:

- ♦ [Chapter 1, “Updating Satellites and Managed Devices to ZENworks 2020 Update 3,” on page 7](#)

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 comment on this topic link at the bottom of each page of the online documentation.

Additional Documentation

ZENworks is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product.

1 Updating Satellites and Managed Devices to ZENworks 2020 Update 3

To update the managed devices and Satellite Servers to ZENworks 2020 Update 3, review the following sections:

- ♦ [“Prerequisites for Updating Satellite Servers or Managed Devices” on page 7](#)
- ♦ [“Supporting ZENworks 2017 Device Upgrades” on page 8](#)
- ♦ [“Updating Satellite Servers and Managed Devices” on page 8](#)

Prerequisites for Updating Satellite Servers or Managed Devices

Before updating a Satellite Server or managed device from a supported ZENworks version to ZENworks 2020 Update 3, you must complete the following tasks:

NOTE: For information about the supported versions, see the [ZENworks 2020 Update 3 System Requirements](#).

- ♦ Ensure that the device meets the minimum system requirements for ZENworks.

For more information on managed device requirements, see [ZENworks 2020 Update 3 System Requirements](#).
- ♦ If you are using the Sybase database, then ensure that the database is migrated from Sybase to PostgreSQL.

For more information, see [Database Migration from Sybase to PostgreSQL](#)
- ♦ Ensure that the Microsoft .NET 4.8, or later framework and its latest updates are installed and running on the device.
- ♦ Ensure that the Windows Installer 4.5 or later version is installed.
- ♦ Ensure that all the Primary Servers in the zone have been upgraded to ZENworks 2020 Update 3.
- ♦ If you choose to deploy the System Update in stages, ensure that the stage that you create contains at least one stage member (an individual device and a group that contain devices).
- ♦ Ensure that the Update for ZENworks 2020 Update 3 displays in the Available System Updates list in ZCC. If it is not available, then run the following command to import the update:


```
zman sui <install media\ISO>:\Common
```
- ♦ Agents with Windows XP would have to remain on ZENworks 11, as Windows XP is not supported from ZENworks 2017 onwards.

Supporting ZENworks 2017 Device Upgrades

If you have ZENworks 2017 managed devices or Satellite Servers in your network and want to register the devices to a new ZENworks 2020 Update 3 Management Zone so that they can be automatically upgraded to ZENworks 2020 Update 3, you must import the ZENworks 2020 System Update into the zone from the ZENworks 2020 Update 3 installation media.

From ZENworks 2020 onwards, promoting a 32-bit device as a Satellite Server is not supported.

Updating Satellite Servers and Managed Devices

To update Satellite Servers or managed devices, use the System Update feature. For detailed information, see the [ZENworks System Updates Reference](#).

If you encounter any issues while deploying the ZENworks update on the managed devices, see the following log files:

Windows: `installation_path\novell\zenworks\logs\system-update\5020000000fc50000000002019100412\system-update.log`

Linux: `/var/opt/novell/log/zenworks/system-update/5020000000fc50000000002019100412/system-update.log`

In the upgrade log file path, 5020000000fc50000000002019100412 indicates the System Update GUID.

NOTE

- ♦ After updating from an older version of ZENworks on which ZENworks Patch Management is installed, DAU might fail on newly added devices until the next Patch Management subscription is updated.

After the DAU bundle is updated by the subscription and the version is incremented by the same, this issue will be resolved. This issue does not impact the existing ZENworks agents as they already have the `analyze.exe` module installed on them. Therefore, they continue to execute the old DAU and receive an updated patch agent when the subscription service updates the DAU bundle.

- ♦ If you demote a Satellite Server before performing an update, you need to ensure that the demotion is successful before you proceed with the update.
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