

ZENworks 11 SP3

Test Scenarios for *ZENworks Upgrade*

Test Scenario #1: Upgrading a ZENworks 11 SP2 Server to ZENworks 11 SP3

Objective

The purpose of this exercise is to help you get familiar with the steps to upgrade a ZENworks 11 SP2 Primary Server and the ZENworks database to ZENworks 11 SP3.

In this test scenario, you create a test zone that contains a ZENworks 11 SP2 Server and a copy of your production ZENworks database in order to upgrade the server and database to ZENworks 11 SP3. Performing this trial upgrade will help you understand the upgrade process and estimate the time that will be required to upgrade your production ZENworks system.

Prerequisites

Complete the following steps to create a test zone that contains a ZENworks 11 SP2 Server and a copy of your production ZENworks database.

1. Add a new ZENworks 11 SP2 Server to your existing production zone. For instructions on installing a new server, see the *ZENworks 11 SP2 Installation Guide* (<http://www.novell.com/documentation/zenworks11>)
2. Update the new server to the same version as the rest of the servers in the zone. After successful update, reboot the server. For instructions, see the *ZENworks 11 SP2 System Updates Reference* (<http://www.novell.com/documentation/zenworks11>).
3. Create a network environment, location, and closest server rule for the ZENworks Server. This ensure that devices use the new test ZENworks Server and not any production ZENworks Servers that still exist in the closest server default rule after the database migration.
 - a. Create a network environment that includes the IP address of the new ZENworks Server. This ensures that the ZENworks Server will match the network environment. For instructions, see the *ZENworks 11 SP2 Location Awareness Reference* (<http://www.novell.com/documentation/zenworks11>).
 - b. Create a new location and assign the network environment that you created in the previous step to the location. For instructions, see the *ZENworks 11 SP2 Location Awareness Reference* (<http://www.novell.com/documentation/zenworks11>).
 - c. Edit the location to add the ZENworks Server as the first server for all of the roles in the *Location Closest Servers* list. For instructions, see the *ZENworks 11 SP2 Location Awareness Reference* (<http://www.novell.com/documentation/zenworks11>).

4. At the ZENworks Server, right-click the Z-icon, then select *Refresh* so that the new location, network environment, and closest server rule are applied to the server.
5. Create a backup of the production ZENworks database. For instructions, see the *ZENworks 11 SP2 Database Management Reference* (<http://www.novell.com/documentation/zenworks11>).
6. Restore the backup database to a new database machine. For instructions, see the *ZENworks 11 SP2 Database Management Reference* (<http://www.novell.com/documentation/zenworks11>).
7. Configure the new ZENworks Server to point to the new database. For instructions, see the *ZENworks 11 SP2 Database Management Reference* (<http://www.novell.com/documentation/zenworks11>).
8. Restart the ZENworks Server and Loader services. At this point, the new ZENworks Server and database are a separate test zone from your production ZENworks zone.
9. Log in to ZENworks Control Center for the new ZENworks Server.
10. Log in to ZENworks Control Center for your production ZENworks zone and delete the ZENworks Server object for the server that you created and migrated to the test zone.

Procedure

For instructions to upgrade the ZENworks 11 SP2 Server in your test zone to ZENworks 11 SP3 see the *ZENworks 11 SP2 Upgrade Guide* (<http://www.novell.com/documentation/zenworks11>).

Expected Results

The upgrade is successful and the new changes related to the database, such as Fill-Factor and Surrogate key on MS-SQL and partitioning on Oracle database, are in effect.

Logs

If you are unable to successfully perform this scenario, send us the file in the following location:

- `%ZENWORKS_HOME%\logs`