

ZENworks - Do I Install, Upgrade, or Update?

Understand Whether the Release Qualifies for Installation, Upgrade, Or System Update

Please refer to the following sections to understand which process is appropriate for your current ZENworks environment:

- ♦ **New Installation:** If ZENworks is not installed, you need to perform a new installation. With the new installation process, you install one or more ZENworks Primary Servers and deploy the ZENworks Agent to the devices you want to manage.

Primary Server installation can be performed with ZENworks 2020 Update 2 release only and ZENworks Agent can be deployed with any version of ZENworks.

Primary Server installation and ZENworks Agent deployment instructions are provided in the [New Installation](#) section of the [documentation site](#).

- ♦ **Upgrade:** Upgrade applies to ZENworks 2020 Update 2 version only. You can upgrade from ZENworks 2020 or ZENworks 2020 Update 1 to ZENworks 2020 Update 2.

NOTE: ♦The upgrade is not applicable to ZENworks 2020 Update 1, ZENworks 2020 Update 3, ZENworks 23.3 and ZENworks 23.4 versions.

- ♦ You cannot upgrade a zone from ZENworks 2017.x to ZENworks 2020 Update 2 directly.

Upgrade instructions are provided in the [Upgrade](#) section of the [documentation site](#).

- ♦ **System Update:**

System update applies to the ZENworks 23.4, ZENworks 23.3 and ZENworks 2020 Update 3 versions only. You can update the Primary Server from ZENworks 2020 Update 3 or ZENworks 2020 Update 2 to ZENworks 23.4.

You can update the Satellite Servers and Managed Devices directly from ZENworks 2017 Update 2 and later versions to ZENworks 23.4.

System update instructions are provided in the [System Update](#) section of the [documentation site](#)

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