

ZENworks Service Desk 23.4 Version Currency Reference

October 2023

This document explain the upgrading or migrating to the latest version of Service Desk.

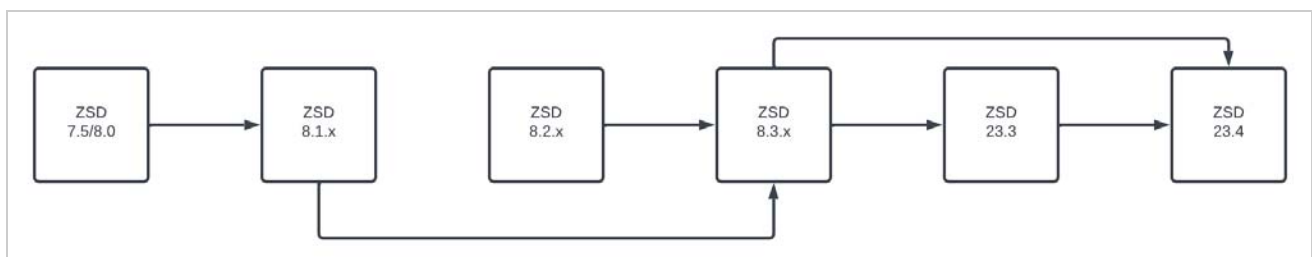
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1 Overview

ZENworks Service Desk ZENworks Service Desk is an ITIL-based solution and is available only as a virtual appliance that can be deployed to a supported virtual infrastructure. Service Desk Appliance is built on a customized SUSE Linux Enterprise Server (SLES), and comes pre-installed with Service Desk and thus helping save on operating system license costs. This document provides an in-depth step-by-step procedure that is required to deploy or upgrade the ZENworks Service Desk.

If you are using ZENworks Service Desk 7.5 or 8.0 version, then you need to migrate to 8.1.x and then to the ZENworks Service Desk 8.3.x version, or you can directly deploy ZENworks Service Desk 8.3.x and then upgrade to ZENworks 23.4. ZENworks Service Desk 23.4 is the latest available version.

Fresh installation of ZENworks 23.4 is not supported. However, you can update to ZENworks Service Desk 23.4 from ZENworks 23.3 or ZENworks Service Desk 8.3.x.



2 Upgrading to ZENworks Service Desk 23.4

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2.1 Upgrade Preparedness

Before upgrading your ZENworks Service Desk, ensure that you review ZENworks Service Desk 8.3.x:

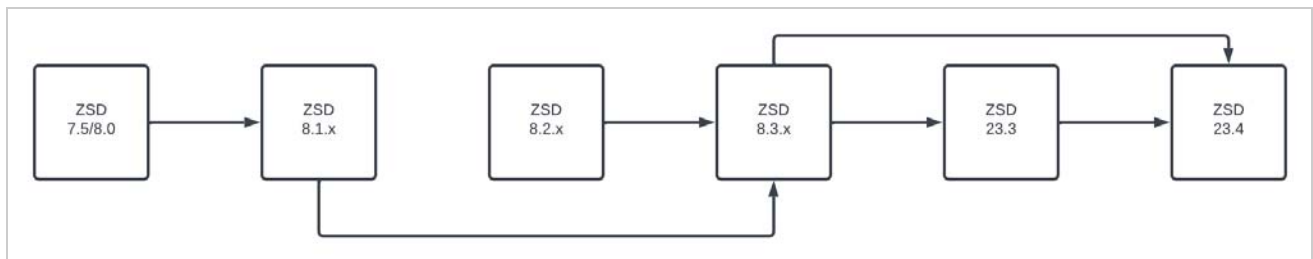
- ◆ [Disaster Preparedness and Recovery](#)
- ◆ [Pre-migration Tasks](#) (To backup system customizations)
- ◆ [Platform Support Matrix](#)

2.2 New Installation

New installation is not supported in ZENworks Service Desk 23.4. However, you can deploy ZENworks Service Desk 8.3.x from [Software License and Download](#), and then update to [ZENworks Service Desk 23.4](#).

2.3 Updating to ZENworks Service Desk 23.4

If you are using ZENworks Service Desk 7.5 or 8.0, then you need to migrate to 8.1.x and then to the ZENworks Service Desk 8.3.x. You can directly deploy ZENworks Service Desk 8.3 and then upgrade to [ZENworks Service Desk 23.4](#).



The following image depicts the method that can be used to update or migrate your existing ZENworks Service Desk:

System Requirements - Methods

ZSD version	Platform Installed On:	Method	Jetty	Appliance Type
7.0.x – 7.3	Appliance, Windows, Linux	Side-by-Side, In-Place		
7.4	Appliance, Windows, Linux	Side-by-Side		
7.5	Appliance	Side-by-Side*		
8.0	Appliance	Side-by-Side*, In-Place**	9.4	CAI 1.10.2
8.1.x	Appliance	In-Place**	9.15.0.2	CAI 2.0.2
8.2.x	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2
8.3.x	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2
23.x	Appliance	In-Place	9.15.1.1	CAI 2.1.1.2

ZSD v7.5 (& higher) support the Appliance model only.

Each upgrade method (In-Place or Side-by-Side) accommodates internal (embedded) and ext. databases

*Note: Side-By-Side appliance upgrades require an rpm script to be run before upgrading, to prepare VASStorage drive.

**In-Place Upgrade method via Online Update tile in the Administration Console (9443) – [See ZSD v23.3 documentation.](#)

2.3.1 Post-migration Task

After updating, ensure that you restore any customizations by reviewing the Post-Migration Tasks and also register to the Online Update channel, which enables you to upgrade your appliance.

- ◆ [ZENworks Service Desk 23.4 Post Migration Tasks](#)
- ◆ [ZENworks Service Desk Online Update](#)

The same Appliance Online Update Channel registration key can be used for ZENworks Service Desk 8.3.x and 23.3. The registration key can be found in [Software Licenses and Downloads](#).

2.4 ZENworks Service Desk 23.4 System Requirements

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- ◆ [Section 2.4.5, “File Customization,” on page 6](#)

2.4.1 Virtual Hypervisor

System Requirements – Hypervisor

ZSD version	VMware ESXi (.ova)	VMware Workstation (.ova)	SUSE XEN (.xen/.xva)	MS Hyper-V (.vhd)	Citrix Hypervisor (XenServer)
7.0x-7.4	4, 5.1	N/A	N/A	N/A	N/A
7.5	6.x	11.0 (and higher)	XEN on SLES 11 or SLES 12 w/latest Support Packs	N/A	N/A
8.0.x	6.x	11.0 (and higher)	XEN on SLES 11 SP4 w/latest Support Packs	Supported	N/A
8.1.x	6.x	11.0 (and higher)	XEN on SLES 11 SP4, SLES12 SP4, SLES 15, SLES15 SP1	Supported	Supported
8.2.x	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	Supported	Supported
8.3.x - 23.x	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	10.0	8.0

opentext • Note: Service Desk Appliance is a 64-bit virtual machine.

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2.4.2 Server OS Requirements

System Requirements – Server OS

ZSD version	Appliance	Win 2008 (Ent/Std x64)	Win 2012 (Ent/Std x64)	SLES (x64)	RHEL (x64)
7.0x	Appliance OS (SLES11 SP2)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2	6.0, 6.1, 6.2
7.1	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2, 12	6.0, 6.1, 6.2, 6.5
7.2	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.3	Appliance OS (SLES12)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.4	Appliance OS (SLES12 SP1)	SP1/SP2, R2, R2SP1/SP2	2012, 2012R2	11SP1/SP2, 12, 12SP1	6.x
7.5 – 8.1.x	Appliance OS (SLES12 SP3)				
8.2.x, 8.3.x, 23.x	Appliance OS (SLES12 SP5)				

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2.4.3 RAM, CPUs, and Disk Space

System Requirements - Hardware Resources

ZSD version	RAM*	Volumes*	Disk Space*	CPU Cores*
7.0.x – 7.4	2Gb	1	20Gb	2
7.5	4Gb	2	40Gb	2
8.x.x-23.x	4Gb	2	40Gb	2

Notes: Install/Upgrade should have 5Gb disk space free.
Running 10 Gb disk space free PLUS Content stored for attachments and pictures stored.

*Minimum

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2.4.4 Database Requirements

System Requirements - Database

ZSD version	Appliance Embedded (internal)	MSSQL	MySQL	Oracle	Postgre SQL
7.0.x–7.2	(PostgreSQL 8.3.23)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	11gR1/R2	8.3-9.1
7.3	(PostgreSQL 9.4.6)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	12cR1/R2	8.3-9.7
7.4 7.5 8.0.x	7.4-PostgreSQL 9.4.9 7.5-PostgreSQL 9.6.7 8.0.x-PostgreSQL 9.6.9	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
8.1.x	(8.1.0= PostgreSQL 9.6.13) (8.1.2=PostgreSQL 9.6.15)	2014, 2016, 2017	5.0-5.7	12cR1/R2, 18c, 19c	9.6.13
8.2.x	PostgreSQL 9.6.x	2014, 2016, 2017, 2019	5.0-5.7	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.x
8.3.x	PostgreSQL 13.5	2014, 2016, 2017, 2019	5.0-5.7, 8.x	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.X, 13.x
23.x	PostgreSQL 13.x	9.6.x, 10.X, 13.x	5.0-8.x	12cR1/R2, 18c, 19c Ent (w/SID)	13.x, 14.x

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2.4.5 File Customization

System Requirements – File Customizations			
ZSD version	Memory Config (catalina.sh)	Default Port (server.xml)	Session Timeout (web.xml)
7.0x	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/WEB-INF/
7.1	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/LiveTime/WEB-INF/
7.2	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/LiveTime/WEB-INF/
7.3	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/tomcat/Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.4	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/servicedesk/Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.5	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/
8.x-23.x	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/

- Customized .css files are copied to /vastorage/LiveTime/Style/*.css
- Note: Pay attention to folder case sensitivity

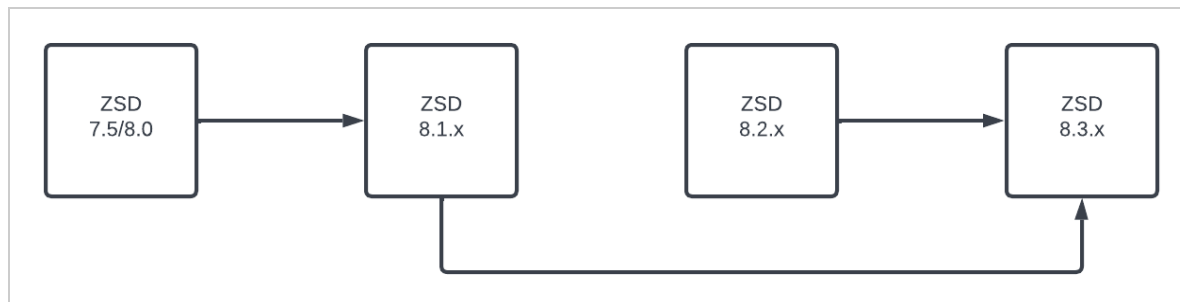
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For more system requirements, see [ZENworks Service Desk 23.3 System Requirements](#) guide.

For more additional information, see [Additional References](#).

3 Upgrading from ZENworks Service Desk 8.1.x/8.2.x to ZENworks Service Desk 8.3.x

3.1 Upgrade Path Chart

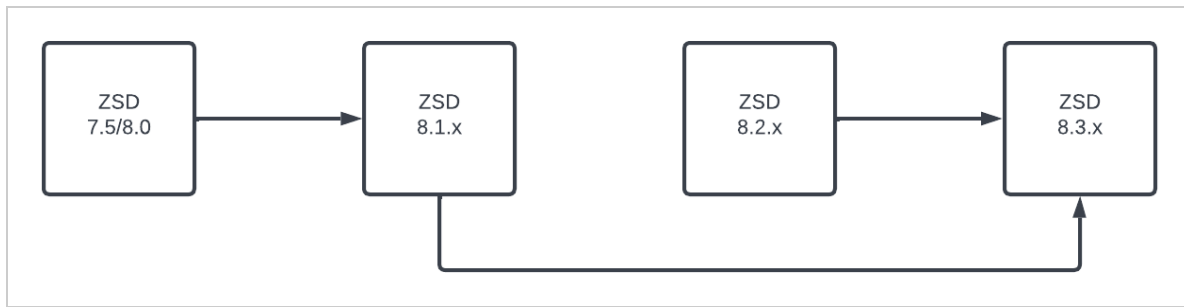


For more information, see [Upgrading from ZENworks Service Desk 8.1.x/8.2.x to ZENworks Service Desk 8.3.x](#).

4 Upgrading from ZENworks Service Desk 7.5/8.0 to ZENworks Service Desk 8.1.x

4.1 Upgrade Path Chart

The following image depicts the ZENworks Service Desk upgrade path:



For more information, see [Upgrading from ZENworks Service Desk 7.5/8.0 to ZENworks Service Desk 8.1.x](#).

5 Additional References

5.1 ZENworks Service Desk Documentation

- ♦ [ZENworks Service Desk 23.4 Documentation Site](#)
- ♦ [ZENworks Service Desk 23.3 Documentation site](#)
- ♦ [ZENworks Service Desk 8.3.x Documentation site](#)
- ♦ [ZENworks Service Desk 8.2.x Documentation site](#)

5.2 Video References

- ♦ [Micro Focus Support & Training YouTube Channel](#)
- ♦ [Oauth Token Authentication Configuration](#)
- ♦ [MSModern Authentication Configuration](#)

6 Legal Notices

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