

# ZENworks 23.3

## Readme

August 2023

The information in this Readme pertains to the ZENworks 23.3 release.

- ♦ [“Updating to ZENworks 23.3” on page 1](#)
- ♦ [“Downloading and Deploying ZENworks 23.3” on page 3](#)
- ♦ [“What’s New” on page 4](#)
- ♦ [“Fixed Issues” on page 4](#)
- ♦ [“Known Issues” on page 4](#)
- ♦ [“Additional Documentation” on page 6](#)
- ♦ [“Legal Notice” on page 6](#)

## Updating to ZENworks 23.3

The current release does not support fresh installation. To update to ZENworks 23.3, ensure that your zone is in ZENworks 2020 Update 2 or ZENworks 2020 Update 3 and then update the zone to ZENworks 23.3.

---

### IMPORTANT:

**After upgrading to ZENworks 23.3, Remote Management and Imaging will not work if the zone CA is SHA-1**

The SHA-1 certificate is NOT supported from ZENworks 23.3 onwards and will break Remote Management and Imaging.

To verify the version of SHA certificate on the Primary Server, perform the following steps:

On Windows Primary Server:

1. On the Primary Server, navigate to the following path:  
`C:\Program Files (x86)\Micro Focus\ZENworks\conf\security`
2. Open the `ca.der` file.
3. Verify the signature algorithm or signature hashing algorithm. It should NOT be SHA1.

On Linux Primary Server:

1. On the Primary Server, navigate to the following path:

```
/etc/opt/microfocus/zenworks/security
```

2. Open the `ca.der` file.

3. Run the following command:

```
openssl x509 -in ca.cert -text -noout
```

4. Verify the signature algorithm. It should NOT be SHA1.

From ZENworks 23.3 onwards, Remote Management and Imaging require the CA as well as the Primary Server certificates to be SHA-2 certificates, therefore it is advised to migrate them to SHA-2 certificates. For more information, see [Reminting the Certificate Authority](#) and [Reminting Server Certificates](#).

---

Use the following guidelines to plan for the deployment of ZENworks 23.3 in your Management Zone:

- ◆ You must first update the Primary Servers, then update the Satellites, and finally update the managed devices to ZENworks 23.3. Do not update the managed devices and Satellites (or add new 23.3 managed devices in the zone) until all Primary Servers in the zone have been updated to ZENworks 23.3.

---

**NOTE:** Agents might receive inconsistent data from the zone until all Primary Servers are updated. Therefore, this part of the process should take place in as short a time as possible - ideally, immediately after the first Primary Server is updated.

---

- ◆ If you have initiated a server or CA remind in the zone, wait for that remind to complete before updating your zone to ZENworks 23.3.
- ◆ Regardless of any applied FTF on your ZENworks 2020 Update 2 or Update 3 server, you can continue to update to ZENworks 23.3.
- ◆ You can directly deploy version ZENworks 23.3 to the following devices:

| Device Type       | Operating System       | Minimum ZENworks Version                       |
|-------------------|------------------------|--|
| Primary Servers   | Windows and Linux      | ZENworks 2020 Update 2 and subsequent versions |
| Satellite Servers | Windows, Linux and Mac | ZENworks 2017 Update 2 and subsequent versions |
| Managed Devices   | Windows, Linux and Mac | ZENworks 2017 Update 2 and subsequent versions |

---

**NOTE:** Before deploying ZENworks 23.3 on devices, ensure that you have installed .NET Framework version 4.8 or above on the devices.

---

- ◆ Prior to updating the System Update on Primary Servers, ensure that you have a minimum of 60 GB of disk space to download and deploy the update. The table lists the minimum free disk space required in the following locations:

| Location   | Description  | Disk Space |
|--|--|------------|
| <b>Windows:</b> %ZENSERVER_HOME%\install\downloads   | To maintain agent packages.  | 16 GB      |
| <b>Linux/Appliance:</b> /opt/microfocus/zenworks/install/downloads   |  |            |
| <b>Windows:</b> %ZENSERVER_HOME%\work\content-repo   | To import the zip file to the content system.  | 16 GB      |
| <b>Linux/Appliance:</b> /var/opt/microfocus/zenworks/content-repo  |  |            |
| Agent Cache  | To download the applicable System Update contents that are required to update the ZENworks server. | 1.5 GB     |
| Location where the System Update file is copied. This is only applicable for the ZENworks Server that is used to import the System Update zip file | To store the downloaded System Update zip file.  | 16 GB      |

- ◆ If you are using ZENworks Service Desk and have configured it to use with ZENworks, then ensure that you provide the port number along with the IP address in the ZENworks Service Desk Admin portal: Setup > ZENworks > ZENworks Setup.

Syntax: <host/IP>:<port>

Example: 10.10.19.123:7443

## Downloading and Deploying ZENworks 23.3

For instructions on downloading system update files from SLD, see [Downloading Updates](#) and for deploying, see [Deploying Updates](#).

To use the [Check for Updates](#) action within ZCC, to view the list of available updates, you need to first register the System Update Entitlement by performing the steps detailed in the following section:

### Re-registering the System Update Entitlement to activate the ZENworks license

- 1 Log into ZENworks Control Center (ZCC).
- 2 Navigate to **Configuration > Infrastructure Management > System Update Settings**.
- 3 In the System Update Entitlement section, click the **Configure** link against the **Entitlement State** field.
- 4 Specify the **Email Address** and the **Activation Code**.  
The Activation Code will be available in the Micro Focus Customer Center under **System Update Entitlement** or **ZENworks Configuration Management Activation Code**.
- 5 Click **Activate**. After the license is activated, you can view the available system updates in the **System Updates** page by clicking **Actions > Check for Updates**.

For administrative tasks, see the [ZENworks 23.3](#) documentation site.

---

**IMPORTANT:** Do not update the Remote Management (RM) viewer until all the Join Proxy Satellite Servers are updated in the zone. To perform Remote Management through Join Proxy, you need to ensure that the RM viewer version and the Join Proxy version are the same.

---

Ensure that you read [“Updating to ZENworks 23.3” on page 1](#) before you download and deploy the ZENworks update.

**To upgrade your zone from ZENworks 2020 or ZENworks 2020 Update 1 to ZENworks 23.3 then, you need to upgrade all your Primary Servers to ZENworks 2020 Update 2 first and then upgrade to ZENworks 23.3. No need to update Managed Devices or Satellite Servers to ZENworks 2020 Update 2. After upgrading your Primary Servers to ZENworks 23.3, you can directly deploy the update to all the Managed Devices and Satellite Servers.**

This update requires schema changes to be made to the database. During the initial patch installation, the services will run only on the Master or dedicated Primary Server. This is to ensure that other Primary Servers do not try to access the tables being changed in the database.

After the Master or dedicated Primary Server has been updated, the services will resume on the remaining servers and the update will be applied simultaneously if the update is assigned to all the servers.

---

**NOTE:** You do not need to manually stop or start the services on the servers during the update. The services will be stopped and started automatically.

---

When you postpone a system update and log out of the managed device, the system update is applied on the device, based on the deployment schedule.

## What’s New

For information on the new features in ZENworks 23.3, see the [ZENworks What’s New Reference](#) document.

## Fixed Issues

For more information on issues that are fixed in ZENworks 23.3, see [Version Information and List of Fixes](#).

## Known Issues

This section contains information about issues that might occur while you work with ZENworks 23.3:

- ◆ [“Bundles assigned to Azure AD Groups are not displayed in the Bundle User Assignment Dashlet” on page 5](#)
- ◆ [“Unable To Download the Skype and Slack Patches” on page 5](#)
- ◆ [“Discovery and Deployment Task Fails on Windows Devices” on page 5](#)
- ◆ [“ZENworks Application Fails to Launch on Windows 11 Managed Devices” on page 5](#)
- ◆ [“Deployment Of MacOS on The Device is Set as Others in ZCC” on page 6](#)
- ◆ [“IOA Update on Linux Devices Fails While Updating to ZENworks 23.3” on page 6](#)
- ◆ [“Download of the Remote Management recording fails” on page 6](#)
- ◆ [“An error is displayed when a device loads a Linux imaging distro” on page 6](#)

## Bundles assigned to Azure AD Groups are not displayed in the Bundle User Assignment Dashlet

Bundles that are assigned to Azure AD groups might not be displayed in the Bundle User assignment dashlet.

Workaround: None

## Unable To Download the Skype and Slack Patches

While downloading the Skype and Slack patches, the following errors are logged:

- ◆ *“Failed to download file. Could not be downloaded from any OnDemand Proxies”* is logged in the patch download log file.
- ◆ *“SSLHandshakeException: Received fatal alert: handshake\_failure”* is logged in the Content Service log file.

Workaround:

Perform the following steps:

1. Download the DMG file and copy the file in the custom path that was configured in ZCC using the `PATCH_CUSTOM_DOWNLOAD_PATH` system variable.
2. Run the `zac pi --patch <Patch Name>` to remediate the patch bundle.  
Ensure that the patch name must be the same as listed in the `zac plp` command.

## Discovery and Deployment Task Fails on Windows Devices

The Windows (10 1803) devices configured as a proxy to perform discovery and deployment tasks might not be discovered or available for deploying agents.

Workaround: Use any version of Windows devices as a Proxy other than Windows 10 1803.

## ZENworks Application Fails to Launch on Windows 11 Managed Devices

On the Windows 11 managed device, when you launch the ZENworks Application using the ZENworks icon, the following error is displayed:

*The application was unable to start correctly( 0xc0000135)*

Workaround:

1. On the **Turn Windows features on or off** window, enable .NET Framework 3.5. and then select the following:
  - ◆ Windows Communication Foundation HTTP Activation
  - ◆ Windows Communication Foundation Non-HTTP Activation
2. Click **OK**, and then restart the device.

## Deployment Of MacOS on The Device is Set as Others in ZCC

When the MacOS patch is deployed for the first time on the device by ZENworks, then the patched source is displayed as Others in ZCC.

Workaround: None.

## IOA Update on Linux Devices Fails While Updating to ZENworks 23.3

The Inventory-Only Agent (IOA) on Linux devices does not get updated when you update from ZENworks 2020 Update 3 to ZENworks 23.3.

Workaround:

1. Uninstall the existing IOA.
2. Download the required IOA module for the Linux platform. For more information, see [Downloading the Module from a ZENworks Server](#).
3. Re-install the downloaded IOA. For more information, see [Installing IOA on Linux](#).

## Download of the Remote Management recording fails

If you log in to ZCC and try to download the remote recorded file, the download might fail if the URL is not accessible.

## An error is displayed when a device loads a Linux imaging distro

An error might be displayed when a secure boot device loads the Linux imaging distro. This error occurs due to the device not updating to the latest Windows OS update or the DBX update from the device vendor.

To resolve this issue, it is mandatory to install the Windows OS KB5012170 update.

## Additional Documentation

This Readme lists the issues specific to ZENworks 2020 23.3. For all other ZENworks related documentation, see the [ZENworks documentation site](#).

## Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see <https://www.microfocus.com/en-us/legal>.

© Copyright 2008 - 2023 Open Text

The only warranties for products and services of Open Text and its affiliates and licensors (“Open Text”) are as may be set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Open Text shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.