ZENworks 11 SP4 - Do I Install, Upgrade, or Update?

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

- **New Installation:** If you have no ZENworks versions 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 Adaptive Agent to any devices you want to manage.

  Primary Server installation and ZENworks Adaptive Agent deployment instructions are provided in the *New Installation* section of the documentation site (http://www.novell.com/documentation/zenworks114).

- **Upgrade:** Upgrades apply to ZENworks 10 and ZENworks 11 versions. You upgrade to move from one *major.minor* version to another. For example, to move from ZENworks 10 SP1 (also referred to as ZENworks 10.1) to ZENworks 11 SP4 (also referred to as ZENworks 11.4), you upgrade. Or to move from ZENworks 11 to ZENworks 11 SP4, you upgrade.

  Upgrade instructions are provided in the *Upgrade* section of the documentation site (http://www.novell.com/documentation/zenworks114).

- **System Updates:** System updates apply to ZENworks 10 and ZENworks 11 versions. You update to move from one *major.minor.revision* version to another. For example, to move from ZENworks 11 SP2 (11.2) to ZENworks 11.2.1, you apply the 11.2.1 system update.

  System updates do not work across *major.minor* versions. For example, you can not apply the ZENworks 11.2.1 system update to a ZENworks 11 SP1 (11.1) system. In this case, to update to ZENworks 11.2.1, you would first upgrade from ZENworks 11 SP1 to ZENworks 11 SP2 and then apply the ZENworks 11.2.1 update.

  System update instructions are provided in the *System Update* section of the documentation site (http://www.novell.com/documentation/zenworks114).