Upgrade Guide

Novell®
ZENworks® 10 Asset Management SP3

10.3

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About This Guide

This guide includes information about new enhancements in Novell ZENworks 10 Asset Management SP3 and information to help you successfully upgrade to this release.

The information in this guide is organized as follows:

- Chapter 1, "What's New," on page 9
- Chapter 2, "Upgrading from ZENworks Asset Management 10.2.x to SP3 (10.3)," on page 13
- Appendix A, "Reinstalling the Novell File Upload Extension," on page 19
- Appendix B, "Documentation Updates," on page 21

Audience

This guide is intended for ZENworks administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Additional Documentation

ZENworks 10 Asset Management is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the ZENworks 10 Asset Management documentation Web site (http://www.novell.com/documentation/zam10/index.html).

What's New

1

Review the following sections:

- Section 1.1, "What's New in Update for ZENworks 10 Asset Management SP3 (10.3.4):," on page 9
- Section 1.2, "What's New in Novell ZENworks 10 Asset Management SP3:," on page 9

1.1 What's New in Update for ZENworks 10 Asset Management SP3 (10.3.4):

Review the following sections:

- Section 1.1.1, "Zman Service," on page 9
- Section 1.1.2, "Support for New Version of Administration Browser," on page 9

1.1.1 Zman Service

You can now run zman as service. Running zman as a service enables you to execute zman commands in service mode, which reduces the execution time for the commands.

For more information, see "Zman Service" in the *ZENworks 10 Asset Management Command Line Utilities Reference*

1.1.2 Support for New Version of Administration Browser

The ZENworks Control Center now supports the following additional browser version:

- Mozilla Firefox version 5.0, 6.0, 7.0
- Internet Explorer 9.0

1.2 What's New in Novell ZENworks 10 Asset Management SP3:

Review the following sections:

- Section 1.2.1, "Support for New Platforms," on page 10
- Section 1.2.2, "Support for New Version of Administration Browser," on page 10
- Section 1.2.3, "General Enhancements," on page 10
- Section 1.2.4, "Asset Management," on page 10
- Section 1.2.5, "Authentication," on page 11
- Section 1.2.6, "Content," on page 11
- Section 1.2.7, "Reporting," on page 12

1.2.1 Support for New Platforms

ZENworks 10 Asset Management SP3 provides the following new features or enhancements:

- Support for Windows Server 2008 R2 as a Primary Server
- Support for Windows 7 as a managed device

  NOTE: Windows 7 is also supported as a managed device in Update for ZENworks 10 Asset Management SP2 (10.2.2) or later.

For more information, see "System Requirements" in the *ZENworks 10 Asset Management Installation Guide*.

1.2.2 Support for New Version of Administration Browser

The ZENworks Control Center now supports the following additional browser version:

- Mozilla Firefox 3.5

1.2.3 General Enhancements

The following general enhancements have been made:

- Coexistence support for ZENworks 10 and ZENworks 7.*x* Desktop Management (ZDM 7).

  For more information, see "ZENworks Desktop Management" in the *ZENworks 10 Asset Management Installation Guide*.

- Migration of devices with ZENworks 7.*x* Desktop Management and ZENworks 7.5 Asset Management to ZENworks 10 devices.
- Added Authentication as a Primary Server function for which you can establish Closest Server Rules.
- User source connections can be added and removed through the zman utility.
- Support for failover of user source connections for Novell eDirectory.

1.2.4 Asset Management

The following enhancements have been made to Asset Management.

- "User-Based Licensing" on page 10
- "ZENworks Control Center Enhancements" on page 11

User-Based Licensing

Asset Management now includes support for user-based license models.

With user-based license models, licensed users are associated with devices, which are associated with software product installations. A license is consumed only if a software product installation is found on a device associated with the user. If multiple installations of the product are installed on multiple devices associated with the user, a single license is consumed.Two user-based license models are supported: Per-User and Per-Named User. The Per-User license model covers all users except those you specifically exclude (excluded users). Any user associated with a product installation consumes a license. Product installations associated with excluded users are either covered by other license entitlements (if Per-Installation entitlements exist that cover the same product) or reported as unresolved installations.The Per-Named User license model covers only those users you specifically include (covered users). Any covered user associated with a product installations consumes a license. Product installations associated with non-covered users are either covered by other entitlements (if Per-Installation Entitlements exist that cover the same product) or reported as unresolved installations.

ZENworks Control Center Enhancements

Enhancements have been made to various Asset Management features in ZENworks Control Center to increase usability:

- On a document's Relationship page, you can now add the document to existing contracts, entitlements, and purchase summary records.
- On a purchase record's Purchase Details page, you can now create a catalog product and add it to a purchase detail record.
- On a license's Compliance Status page, the columns in the Compliance Status panels have been changed to more clearly identify each license entitlement, its license model, and its covered product versions.

1.2.5 Authentication

ZENworks 10 Asset Management SP3 provides the following new features:

- **Authentication Mechanisms:** Allows you to use smart card to log in to the user source and subsequently in to ZENworks. You can use the Kerberos authentication mechanism to log in to Active Directory and use the Shared Secret mechanism to log in to eDirectory.
- **Authentication Satellite Devices:** Satellite devices with the Authentication role can now speed the authentication process by spreading the workload among various devices and by locally performing authentication to managed devices. You can have multiple Satellite devices with the Authentication role. In addition, each Satellite with the Authentication role can have multiple user sources configured and each Satellite can have multiple connections to each user source to provide failover.

1.2.6 Content

The following enhancements have been made for managing content:

- Replicating specific content types to Satellites. Includes throttle rates and duration settings.
- Enhanced support for content replication schedules.

1.2.7 Reporting

You can use the User Details report in ZENworks Reporting to report user details such as the username and e-mail address from the LDAP user sources configured in ZENworks Control Center. You can also link the ZENworks reports with the User Details reports.

1.2.8 Upgrading

You can upgrade the Primary Server or managed devices directly to ZENworks 10 Asset Management SP3 from the following versions by using the ZENworks System Update feature:

- ZENworks 10 Asset Management SP2 (10.2)
- Update for ZENworks 10 Asset Management (10.2.1)
- Update for ZENworks 10 Asset Management (10.2.2)

1.2.9 ZENworks Appliance

ZENworks 10 Asset Management SP3 is now available as a software appliance that can be deployed to the supported virtual infrastructure. This software appliance is built on the customized SUSE Linux Enterprise Server 10 SP2 (SLES 10 SP2) and is preinstalled with ZENworks 10 Asset Management SP3 Server and ZENworks 10 Asset Management SP3 ZENworks Reporting Server.

For more information, see the *ZENworks 10 Asset Management Appliance Deployment and Administration Reference*.

Upgrading from ZENworks Asset Management 10.2.*x* to SP3 (10.3)

2

This section contains information about upgrading from Novell ZENworks Asset Management 10.2.*x* to ZENworks Asset Management SP3 (10.3).

To upgrade from Novell ZENworks 10 Asset Management 10.2.*x* to ZENworks 10 Asset Management SP3 (10.3), devices must meet the requirements described in "System Requirements" in the *ZENworks 10 Asset Management Installation Guide*.

The ZENworks 10 Asset Management SP3 (10.3) update is cumulative, meaning that you can upgrade Primary Servers and managed devices directly to version 10.3 from the following versions:

- ◆ ZENworks 10 Asset Management SP2 (10.2)
- ◆ Update for ZENworks 10 Asset Management SP2 (10.2.1)
- ◆ Update for ZENworks 10 Asset Management SP2 (10.2.2)

You cannot use the ZENworks 10 Asset Management SP3 installation media to upgrade from version 10.2.*x* to SP3. You must follow the directions in this section.

Perform the tasks in the following sections to upgrade to ZENworks 10 Asset Management SP3:

- ◆ Section 2.1, "Upgrading to ZENworks Asset Management 10.3," on page 13
- ◆ Section 2.2, "Post-Upgrade Tasks," on page 14

2.1 Upgrading to ZENworks Asset Management 10.3

IMPORTANT: Before applying version 10.3, it is recommended to remove the earlier updates for ZENworks 10 Asset Management from ZENworks Control Center.

If you have more than one Primary server in the Management Zone, you must upgrade all the servers from version 10.2.*x* to 10.3 before you modify the user source.

To directly upgrade from version 10.2.*x* to 10.3:

1 Use System Update to update Primary Servers and managed devices to 10.3:

1a (Conditional) Update the Primary Server hosting the ZENworks internal database.

1b Update all other Primary Servers in the Management Zone (order doesn't matter).

1c Update managed devices.

For more information about System Update, see "ZENworks System Updates" in the *ZENworks 10 Asset Management System Administration Reference*.

IMPORTANT: After upgrading to ZENworks 10 Asset Management SP3 (10.3):

- You can delete the ZENworks 10 Asset Management SP3 (10.3) update only after it is baselined.
- You cannot install a ZENworks Primary Server from a previous version of ZENworks Asset Management in your SP3 Management Zone.

2.2 Post-Upgrade Tasks

- Section 2.2.1, "Upgrading ZENworks Reporting Server," on page 14
- Section 2.2.2, "Reinstalling the Novell File Upload Extension," on page 15
- Section 2.2.3, "Installing Sysinfo," on page 15
- Section 2.2.4, "Updating the ZENworks Sybase Database to Run on the Latest Version of the Sybase Engine," on page 16
- Section 2.2.5, "Redefining Additional LDAP Servers for a ZENworks Server," on page 18

2.2.1 Upgrading ZENworks Reporting Server

If you have ZENworks Reporting Server installed on ZENworks 10 Asset Management (10.2) Primary Server, then upgrading the Primary Server to ZENworks 10 Asset Management SP3 (10.3) automatically upgrades ZENworks Reporting Server.

However, if you have ZENworks Reporting Server that was installed on ZENworks 10 Asset Management (10.1) on your Primary Server, you need to uninstall it, then install a new instance of ZENworks Reporting Server either on the same Primary Server, or on a different server.

- "Installing ZENworks Reporting Server on the Same Primary Server" on page 14
- "Installing ZENworks Reporting Server on a Different Server" on page 14

Installing ZENworks Reporting Server on the Same Primary Server

1 Uninstall the existing instance of ZENworks Reporting Server.

For more information on how to uninstall ZENworks Reporting Server, see "Uninstalling ZENworks Reporting Server" in the *ZENworks 10 Asset Management Reporting Server Installation Guide*.

2 Install ZENworks Reporting Server.

For more information on how to install ZENworks Reporting Server, see the *ZENworks 10 Asset Management Reporting Server Installation Guide*.

Installing ZENworks Reporting Server on a Different Server

1 Decommission the earlier instance of ZENworks Reporting Server, then perform the new installation.

For more information on how to decommission ZENworks Reporting Server, see "Decommissioning an Existing Instance of ZENworks Reporting Server" in the *ZENworks 10 Asset Management Reporting Server Installation Guide*.

2 (Optional) After the new installation of ZENworks Reporting Server installation is complete, uninstall the earlier instance of ZENworks Reporting Server (that you decommissioned) from the former Primary Server.

For more information on how to uninstall ZENworks Reporting Server, see the "Uninstalling ZENworks Reporting Server" in the *ZENworks 10 Asset Management Reporting Server Installation Guide*.

2.2.2 Reinstalling the Novell File Upload Extension

If the ZENworks 10 Asset Management File Upload extension is already installed on the server that is running ZENworks Control Center, you must reinstall the Novell File Upload Extension before performing any third-party Imaging operations. For detailed information on how to reinstall the Novell File Upload Extension, see Appendix A, "Reinstalling the Novell File Upload Extension," on page 19

2.2.3 Installing Sysinfo

If you upgrade the Primary Server from ZENworks 10 Asset Management SP2 (10.2.x) to ZENworks 10 Asset Management SP3, you must install Sysinfo that is packaged with the Inventory-Only module on the existing Linux, HP-UX, AIX, and Solaris inventory-only devices.To install Sysinfo, perform the following tasks on the inventory-only device:

1 Uninstall the existing version of Sysinfo by running the following command:

```
/opt/novell/zenworks/sysinfo/setup --uninstall --confirm
```

2 Depending upon the inventory-only device platform, download the appropriate Inventory-Only module (`.tar`) from the ZENworks Server.

For more information on how to download the Inventory-Only module from the ZENworks Server, see "Downloading Module from the ZENworks Server" in the *ZENworks 10 Discovery, Deployment, and Retirement Reference*.

3 Extract the `inventory-only_package.tar` file to a temporary location. Assume that the `inventory-only_package.tar` file is extracted to the `/opt/novell/zenworks/tmp` directory on a Linux device.

The `inventory-only_package.tar` file includes the Sysinfo installer specific to the Inventory-Only module package.

- ◆ `mcsysinfo-noui-9-H12-linux-x86.sh` (for Linux)
- ◆ `mcsysinfo-noui-9-hpux-parisc.sh` (for HP-UX)
- ◆ `mcsysinfo-noui-9-H11-aix-powerpc.sh` (for AIX)
- ◆ `mcsysinfo-noui-9-H14-solaris-sparc.sh` (for Solaris)

4 Run the following command:

extracted_directory_.tar/`Sysinfo_Setup_filename --nowin -- --acceptlicense -- licensefile` *inventory-only_package.tar_extracted_directory* `/tscunix.kb -- installdir /opt/novell/zenworks/sysinfo --packages base,config,snmp,sdl,sid --confirm`

For example, if the `inventory-only_package.tar` file is extracted to the `/opt/novell/zenworks/tmp` directory on a Linux device, run the following command:

```
/opt/novell/zenworks/tmp/mcsysinfo-noui-9-H12-linux-x86.sh --nowin -- --
acceptlicense --licensefile /opt/novell/zenworks/tmp/tscunix.kb --
installdir /opt/novell/zenworks/sysinfo --packages
base,config,snmp,sdl,sid --confirm
```

The Sysinfo package is installed to the `/opt/novell/zenworks/sysinfo` directory.

2.2.4 Updating the ZENworks Sybase Database to Run on the Latest Version of the Sybase Engine

If your ZENworks database is an embedded or external Sybase database, it is recommended to update the database to run on the latest version of the Sybase database engine.

Updating an Embedded Sybase Database

The Embedded Sybase database engine is automatically updated to the latest version when you upgrade the ZENworks Server to ZENworks 10 Configuration Management SP3. In order to run the ZENworks database on the updated version of the Sybase database engine, you must rebuild the database. For more information on how to rebuild the database, see "Rebuilding the Sybase Database " in the *ZENworks 10 Asset Management System Administration Reference*

Updating an External Sybase Database

Perform the following tasks on the external Sybase database server:

1 Make sure that you have archived your database credentials.

   To archive the credentials of an external Sybase database, contact your database administrator.

   To archive the credentials of an embedded or external OEM Sybase database, perform the following tasks on the database server:

   1a Make sure the database service is running.

   On Windows: In the Windows Services, make sure that the status of *Novell ZENworks Embedded Datastore* is *Started*.

   On Linux: At the console prompt, enter `/etc/init.d/sybase-asa status` to verify the status of the database. If the database is not running, enter `/etc/init.d/./sybase-asa start`.

   1b Obtain the Sybase connection information by running the `zman dgc` command.

   1c Provide the credentials of the ZENworks administrator when prompted.

   1d Copy and save the database username and password in to a text file.

2 Stop the Novell ZENworks Embedded Datastore service.

   - **On Windows:** Do the following:

      1. From the Windows desktop *Start* menu, click *Settings > Control Panel*.

      2. Double-click *Administrative Tools > Services*.

      3. Right-click the *Novell ZENworks Embedded Datastore* service, then click *Stop*, or select the *Novell ZENworks Embedded Datastore* service, then click ▪ on the toolbar.

- ◆ **On Linux:** At the console prompt, enter `/etc/init.d/./sybase-asa stop`.

3 Depending upon the platform on which the Sybase database is installed, copy the `sybase-asa-10.0.1.`*`ebf_version`*`.msi` or `sybase-asa-10.0.1.`*`ebf_version`*`.rpm` files from the Primary Server to a temporary location on the database server.

The `sybase-asa-10.0.1.`*`ebf_version`*`.msi` file is located in the *`ZENworks_installation_directory`*`\novell\zenworks\install\downloads\msi\` directory on a Windows Primary Server, and in the `/opt/novell/zenworks/install/downloads/msi/` directory on a Linux Primary Server.

The `sybase-asa-10.0.1.`*`ebf_version`*`.rpm` file is located in the *`ZENworks_installation_directory`*`\novell\zenworks\install\downloads\rpm\` directory on a Windows Primary Server, and in the `/opt/novell/zenworks/install/downloads/rpm/` directory on a Linux Primary Server.

For example, `sybase-asa-10.0.1.3960.msi` (3960 indicates the Sybase EBF version)

TIP: For more information about what an EBF (Express Bug Fix) is, see the Sybase documentation (http://www.sybase.com/detail?id=1019567#EBF).

In the following steps, assume that the MSI files are downloaded to the `c:\sybase` directory on Windows, and the RPM files are downloaded to the `/tmp/sybase` directory on Linux.

4 Install the downloaded MSI or RPM files on the database server.

- ◆ **On Windows:** Install `sybase-asa-10.0.1.`*`ebf_version`*`.msi` by running the following command:

  ```
  msiexec /i c:\sybase\sybase-asa-10.0.1.ebf_version.msi
  TARGETDIR="Path_to_Sybase /shared_directory" ALLUSERS=2
  ```

  Replace `c:\sybase` with the complete path of the directory where you downloaded the Sybase EBF packages in Step 3.

- ◆ **On Linux:** Install `sybase-asa-10.0.1.`*`ebf_version`*`.rpm` by running the following command:

  ```
  rpm -Uvh /tmp/sybase/sybase-asa-10.0.1-ebf_version.rpm
  ```

  Replace `/tmp/sybase/` with the complete path of the directory where you downloaded the Sybase EBF packages in Step 3.

5 From the console prompt, go to Sybase installation directory. By default, it is the `%ZENWORKS_HOME%\share\ASA\win32` directory on Windows and the `/opt/novell/zenworks/share/sybase/bin32s` directory on Linux.

6 Verify that the version of the EBF is same as the one you updated in Step 4 by running the following command:

```
dblocate
```

7 Reload the database.

For detailed information on how to reload the database, see "Rebuilding the Sybase Database " in the *ZENworks 10 Asset Management System Administration Reference*.

2.2.5 Redefining Additional LDAP Servers for a ZENworks Server

If additional LDAP servers have been specified in the `alt-servers.properties` file of Novell ZENworks 10 Asset Management 10.2.x and you want to continue using these additional LDAP servers in ZENworks 10 Asset Management 10.3, you must manually redefine the LDAP servers by using ZENworks Control Center or the zman command line utility. For more information on how to redefine the additional LDAP servers for the ZENworks Server, see "Providing LDAP Load Balancing and Fault Tolerance" in *ZENworks 10 Asset Management System Administration Reference*.

Reinstalling the Novell File Upload Extension

<div style="text-align: right; font-size: large;">A</div>

If the ZENworks 10 Asset Management File Upload extension is already installed on the server that is running ZENworks Control Center, you must reinstall the Novell File Upload Extension before performing any upload operations:

1 Uninstall the Novell File Upload extension.

On Internet Explorer: Perform the following steps:

1. Close all instances of the Internet Explorer browser.

2. Start a new instance of the browser.

3. Click *Tools > Internet Options > General*.

4. In the *Browsing History* panel, click *Settings*.

5. In the Temporary Internet Files and History Settings window, click *View Objects*.

6. In the Downloaded Program Files window, right-click *NFileUpload Class*, then click *Remove*.

On Firefox: Perform the following steps:

1. Click *Tools > Add-ons*.

2. In the *Add-ons* window, click *Novell ZENworks File Upload Extension 10.2.x*, then click *Uninstall*.

3. Close the Firefox browser.

4. Locate the `Firefox_Install_directory`/plugins directory and delete the `npzenworks.dll` and `nsINZENScriptablePlugin.xpt` files from the directory.

5. Restart Firefox.

2 Install the ZENworks 10 SP3 File Upload extension.

The next time you use ZENworks Control Center to browse for file paths and upload files, you are prompted to install the latest Novell File Upload Extension. Follow the prompts to install the Novell File Upload extension.

Documentation Updates

B

This section contains information on documentation content changes that were made in this *Upgrade Guide* after the initial release of Novell ZENworks 10 Asset Management SP3. The changes are listed according to the date they were published.

The documentation for this product is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the changes listed in this section.

If you need to know whether a copy of the PDF documentation that you are using is the most recent, the PDF document includes a publication date on the title page.

The documentation was updated on the following date:

- Section B.1, "November 17, 2011: Update for ZENworks 10 Configuration Management SP3 (10.3.4)," on page 21

B.1 November 17, 2011: Update for ZENworks 10 Configuration Management SP3 (10.3.4)

Updates were made to the following changes sections:

Location	Change
Section 1.1, "What's New in Update for ZENworks 10 Asset Management SP3 (10.3.4):," on page 9	Added the section