ZENworks Mobile Workspace

System Update Guide

Table of Contents

Overview

This guide aims to show how you can simply update your ZENworks Mobile Workspace solution with the updater tool.

Manual backup & restore

If you do not have any VM backup or snapshot system, it is wise to back up your database and server files:

1. Stop services `SENSE-SERVER`, `SENSE-DB`
2. Backup folder `$ZENworksMobileWorkspace_HOME\apps-deploy\`
3. Backup folder `sense-sec-server` contained in `$ZENworksMobileWorkspace_HOME\databases`
4. Start services `SENSE-DB`, `SENSE-SERVER`

After the update, if any problem occurred, process to a rollback:

1. Stop services `SENSE-SERVER`, `SENSE-DB`
2. Delete the folder `$ZENworksMobileWorkspace_HOME\apps-deploy\`
3. Put back your copy of `apps-deploy`
4. Delete folders `sense-sec-server` contained in `$ZENworksMobileWorkspace_HOME\databases`
5. Put back your backup of `sense-sec-server`
6. Start services `SENSE-DB`, `SENSE-SERVER`

Quick backup (more space consuming):

1. Stop services `SENSE-SERVER`, `SENSE-DB`
2. Backup folder `$ZENworksMobileWorkspace_HOME`
3. Restart services `SENSE-DB`, `SENSE-SERVER`

Quick restore:

1. Stop services `SENSE-SERVER`, `SENSE-DB`
2. Past the folder backup of `$ZENworksMobileWorkspace_HOME`
3. Restart services `SENSE-DB`, `SENSE-SERVER`

Update ZENworks Mobile Workspace

> **!** Before starting the update process, ensure that both ZENWorks services are stopped.

Open the *Services.msc* console. Stop `SENSE-DB` and `SENSE-SERVER` services.
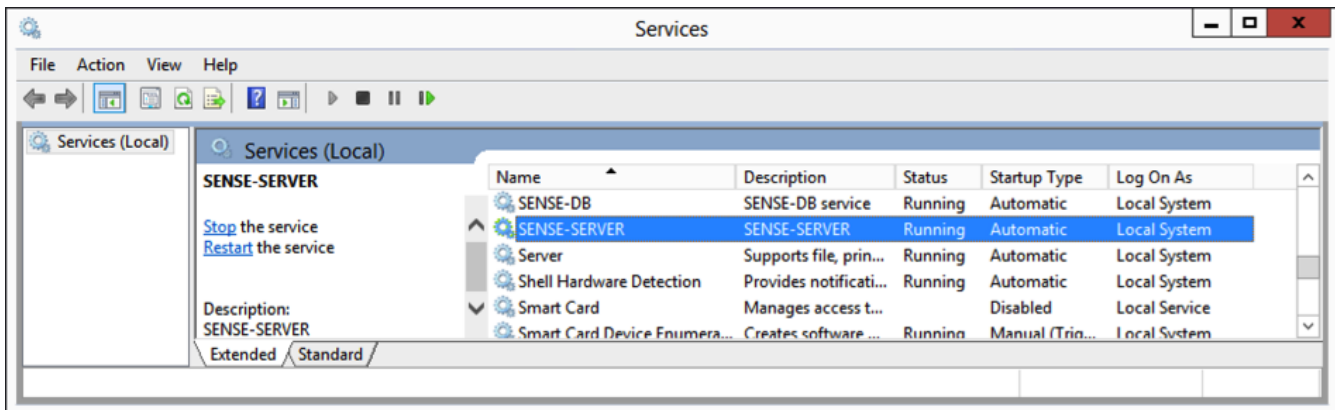
Figure 1. Stopping ZENWorks services

Once the service are stopped, go to the location of the installation files on your computer. To run properly, installation must be started in privileged mode (as administrator).

Click on `Run as administrator` and accept the security warning.

Language selection

Select your language and click `OK`.

Welcome

The first page gives information about ZENworks Mobile Workspace. Click `Next`.

License agreement

In order to continue the installation, you must read and accept the terms of the presented license agreement.

Set installation path

Browse to the folder where ZENworks Mobile Workspace is installed.

If the selected folder contains a ZENworks Mobile Workspace installation, a textbox pops up prompting you to be sure the ZENWorks services are stopped.

🛑   Don't click `OK` if you are not sure that the services are stopped!

Updater process

In this step you should see installation progress. Please wait until you see **Finished** in progress bar and then press `Next`.

In this step you should see processing of files. This will update your DB model and ZENworks Mobile Workspace server modules. Please wait until you see 6/6 in progress bar and then press `Next`.

Package update (In-house only!)

Browse to your **desk.sup** update file. It should be in this form of file name: **desk-x.x.x.sup**. Then press Next. You should see information message about unpacking.

Update client binaries (In-house only!)

This step allows you to upload the client (iOS, Android) binaries to all domains available. If you want to control on which domains you want to provide the update, select the option to deploy it manually.

Update completed

Once the installation completes. Please press Done.

Log into ZENworks Mobile Workspace Administration console and assign the new version to desired groups (ref ZENworks Mobile Workspace administration guide).