# Table of Contents

- Overview .................................................................................................................. 1
- Manual backup & restore ......................................................................................... 1
- Update ZENworks Mobile Workspace ...................................................................... 1
  - Language selection ................................................................................................. 2
  - Welcome .................................................................................................................. 2
  - License agreement ................................................................................................. 2
- Set installation path ................................................................................................. 2
- Updater process ........................................................................................................ 2
- Package update (In-house only!) ............................................................................... 3
- Update client binaries (In-house only!) .................................................................... 3
- Update completed ..................................................................................................... 3
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.
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).