

# **Update Management**

## **ZENworks® Mobile Management 2.9.x**

January 2014

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# Update Management

The *ZENworks Mobile Management* server product has integrated update management features that facilitate smooth and convenient software updates to the *ZENworks Mobile Management* server. These features include the dashboard's *Update Management* page and the *Update Manager* application, which is used on the physical *ZENworks Mobile Management* servers to apply updates.

Update Management in the Dashboard provides:

- Sections that display current information about available updates and historical information about versions already applied by using the *Update Manager* application
- An option to check for updates
- An option to download the available updates

Update Manager Application allows you to:

- View information about the currently available updates
- Download available updates
- Apply available updates

# Update Management Dashboard

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## Checking for Updates and Update Notifications

The *ZENworks Mobile Management* server automatically checks for updates once every 24 hours. You can also initiate an on-demand check by using the **Check For Updates** button in the *Update Management* page of the dashboard.

When an update is available, system administrators logging into the *ZENworks Mobile Management* dashboard see a notification for the update in the lower left corner of the dashboard. The notification fades away automatically or the administrator can dismiss it. Clicking the notification takes you to the *Update Management* section of the dashboard, where the administrator can view information about the available updates or download the updates.



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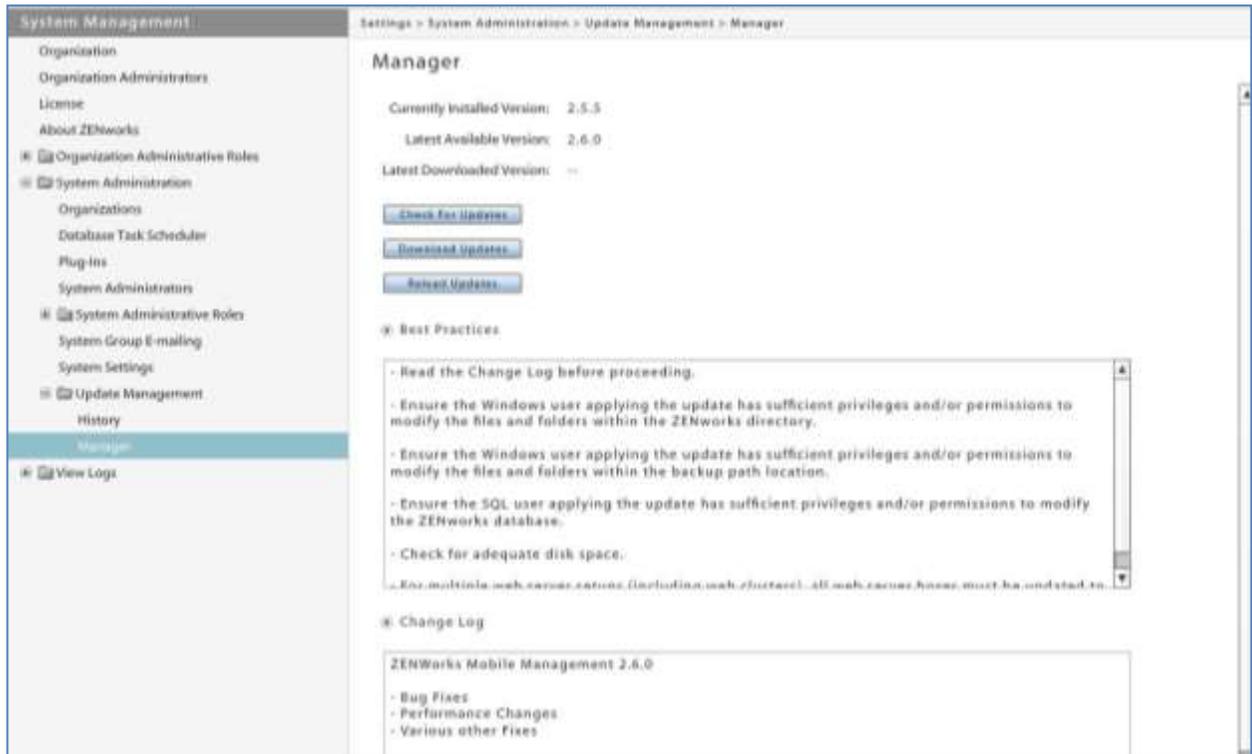
## The Update Management Page

The *Update Management* page is located under the *System* view of the dashboard and is only accessible with a system administrator login. There are two sections of this page, the **Manager** section and the **History** section.

### Update Management: Manager

From the **Manager** section, you can view information about the updates that are currently available. Even though the server automatically checks for updates every 24 hours, you can initiate an on-demand check for updates from this page. You can also download updates from this page in preparation for a scheduled maintenance. Doing this from the dashboard is convenient and allows you to prepare ahead of time for the actual maintenance.

Navigate to the *Update Management* page by selecting the **System** view. From the left panel, select **System Administration > Update Management** and choose **Manager**.



Status information and options included in the *Manager* section:

- **Currently Installed Version** – The current version of your *ZENworks Mobile Management* server software
- **Latest Available Version** – The most recently released version (This field is blank after the latest downloaded version has been applied.)
- **Latest Downloaded Version** – The last downloaded version (This field is blank after the latest downloaded version has been applied.)
- **Check For Updates** button – Initiate an on-demand check for available updates
- **Download Updates** button – Initiate the download of the available updates
- **Reload Updates** button – removes updates that have been downloaded, but not installed. Available updates are then automatically reloaded. This might be used in a case where an update became corrupted for some reason and could not be installed.
- **Best Practices** – A list of best practices for applying the updates (This does not appear after updates have been downloaded.)
- **Change Log** – Displays information about available updates that have not yet been applied. (This does not appear after updates have been downloaded. View it in the *History* section.)

## Check for Updates

Click the **Check For Updates** button to initiate an on-demand check for available updates.

You are prompted for Novell login credentials, if you have not used them previously to access updates, or if the credentials have changed.

## Download the Updates

Click the **Download Updates** button to download available updates. A progress bar displays as the download continues. You can navigate away from the page while the download is in progress. You may also cancel a download in progress.

When the download is completed, a status message appears and the *Latest Downloaded Version* statistic is updated.

## View the Change Log

Click the arrow next to the *Change Log* option to hide or show the notes and descriptions about the available update versions.



## Update Management: History

From the **History** section, you can view statistics about software updates that have already been applied via the *ZENworks Mobile Management Update Manager* application.

Navigate to the *Update Management* page by selecting the **System** view. From the left panel, select **System Administration > Update Management** and choose **History**.

### History

Version	Machine Name	Applied By	TimestampFormatted
2.5.3	WIN-DPF4CR6BO9O	zenadmin@novell.com	06/19/2012 6:53 AM (-07:00 GMT)

▼ Change Log

Changes in version 2.5.3:

- Bugfixes
- Increased performance
- Additional improvements

After an update has been applied, a record for the update appears in the *History* section. It includes:

- Version number
- Name of the physical machine to which the update was applied
- System administrator who applied the update
- Date and time at which the update was applied
- Change log for the update that was applied

# The Update Manager Application

Although you can download *ZENworks Mobile Management* server software updates from the dashboard, you must apply updates using the *ZENworks Mobile Management Update Manager* application.

The **Update Manager** is a Windows application that allows the administrator to apply updates to the *ZENworks Mobile Management* server software. You can also use the application to check for new updates and read change logs. It is accessed via a desktop shortcut on the *ZENworks Mobile Management* server and requires full system administrator login credentials.

**Note:** Close all Internet Explorer (IE) browsers prior to an upgrade. Leaving an IE browser open can result in caching issues after the update has been applied. If you do experience display issues after the upgrade, clear the cache using the CTRL+F5 command.

## Updates to Multiple Web/HTTP Servers

If you have configured your system with multiple Web servers for a Network Load Balanced setup, you need to apply updates to all servers where the *ZENworks Mobile Management* Web/HTTP component resides. The *Update Manager* does not update the SQL Database component more than once in this scenario. The *Update Manager* verifies the database component version each time it is run. When the *Update Manager* detects that the SQL component is current, it skips the updates to the database and applies only the Web/HTTP updates.

## Update Manager Functionality

When the *Update Manager* applies updates, it does the following:

- Stops the Web/HTTP server
- Backs up the Web server files
- Backs up the database
- Applies the updates
- Restarts the Web/HTTP server
- On rare occasions, the update process might include the application of updates to the *Update Manager* itself. \*

\*If the *Update Manager* (versions 2.6.1 or less) includes an update to itself, you will be prompted to manually restart the Update Manager in order to apply any subsequent update versions.

If you are updating from version 2.7.0 or greater, the Update Manager will restart automatically and continue the upgrade process by applying any subsequent updates.

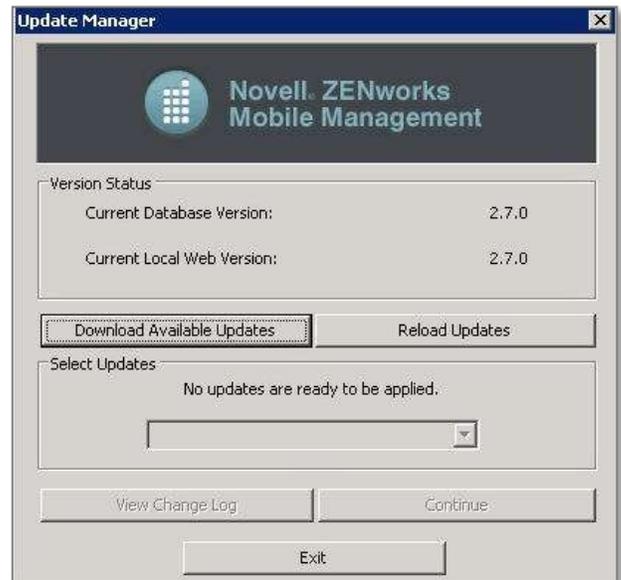
# Running the Update Manager



1. Click the **Update Manager** icon on the desktop of the *ZENworks Mobile Management* server.
2. The initial screen displays version status information and offers several options:

- View the current software version
- Download Available Updates
- Reload Updates
- View the Change Log

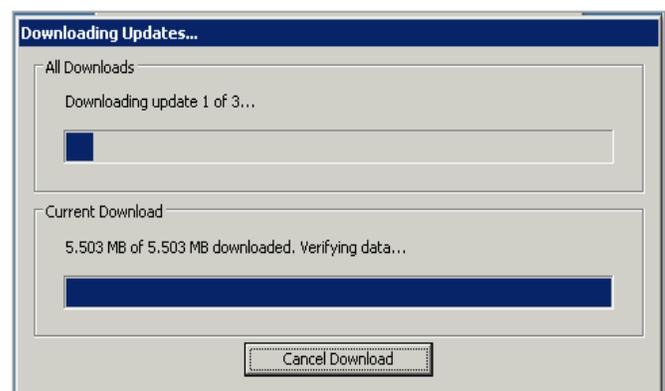
**Current Database Version** and **Current Local Web Version** are the versions of the *ZENworks Mobile Management* SQL Database and Web/HTTP components currently installed on the server.



If you downloaded updates from the dashboard or if you click the *Download Available Updates* button on this screen, the *Select Updates* area displays any available update beyond the version your server is running.

The *Reload Updates* button removes updates that have been downloaded, but not installed. Available updates are then automatically reloaded. This might be used in a case where an update became corrupted for some reason

3. Click the **Download Available Updates** button to check the server for and download available updates. You see a progress meter and completion message.



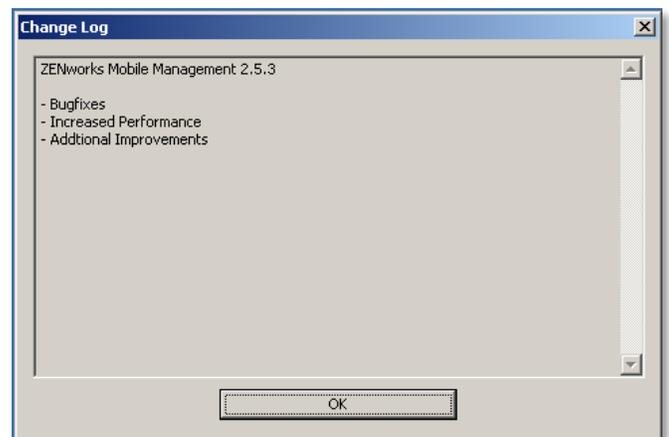
*Download progress meter*

You are prompted for Novell login credentials if you have not used them previously to access updates, or if they have changed.



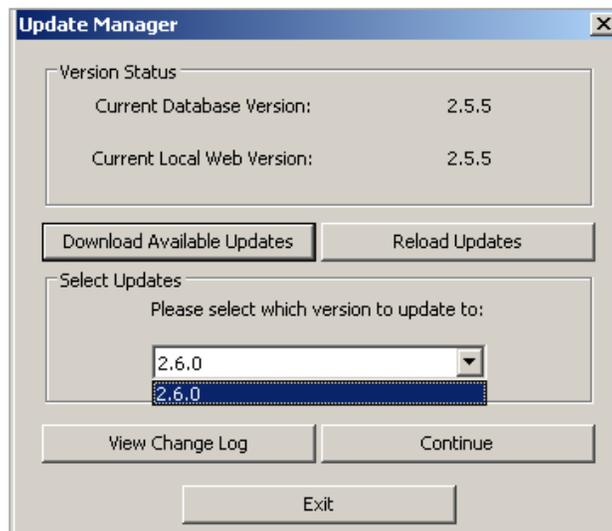
*Enter your Novell Login credentials*

You can view descriptions of the available update versions by clicking the **View Change Log** button.

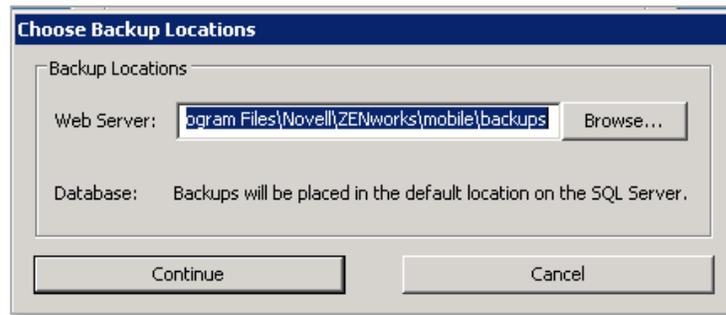


*Change Log screen*

4. When you are ready to apply the updates, select the latest update available (the default) or select another version in the drop-down list to update to. Click **Continue** to initiate the update. Confirm the version you have chosen by clicking **Yes**. If the product's End User License Agreement has changed for any reason, you will be prompted to accept it.

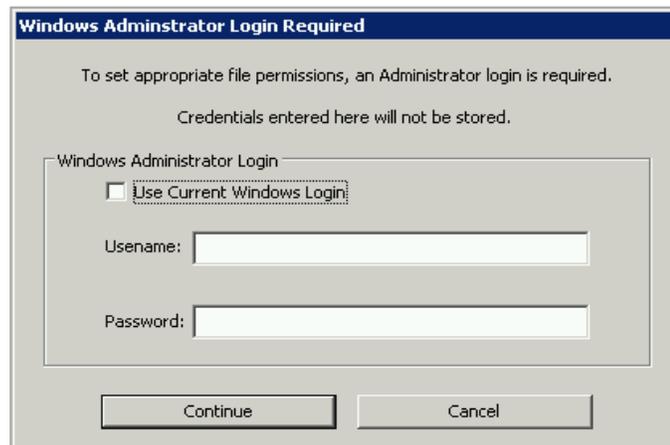


5. Specify a **backup location** for the Web server. Accept the default or browse to select another location.



The 'Choose Backup Locations' dialog box has a title bar with the text 'Choose Backup Locations'. Below the title bar is a group box labeled 'Backup Locations'. Inside this group box, there is a 'Web Server:' label followed by a text box containing the path 'ogram Files\Novell\ZENworks\mobile\backups' and a 'Browse...' button to its right. Below this is a 'Database:' label followed by the text 'Backups will be placed in the default location on the SQL Server.'. At the bottom of the dialog box are two buttons: 'Continue' and 'Cancel'.

6. Enter your **Windows Administrator Login credentials**. You can select the current Windows login by selecting **Use Current Window Login** or you can enter credentials for a different user that has Read/Write and File System permissions.

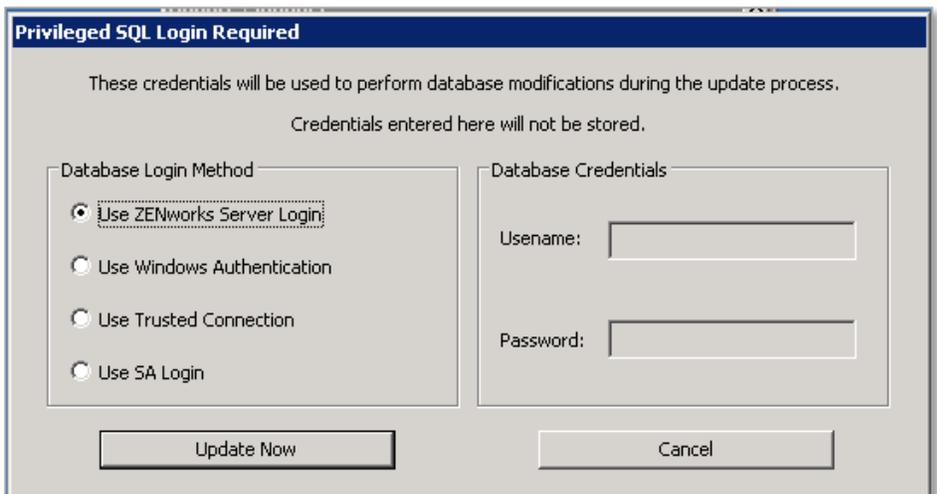


The 'Windows Administrator Login Required' dialog box has a title bar with the text 'Windows Administrator Login Required'. Below the title bar is the text 'To set appropriate file permissions, an Administrator login is required.' followed by 'Credentials entered here will not be stored.'. Below this is a group box labeled 'Windows Administrator Login'. Inside this group box, there is a checkbox labeled 'Use Current Windows Login' which is currently unchecked. Below the checkbox are two text boxes: 'Username:' and 'Password:'. At the bottom of the dialog box are two buttons: 'Continue' and 'Cancel'.

7. Select the type of **database credentials** to use for applying updates to the *ZENworks Mobile Management* SQL Database component.

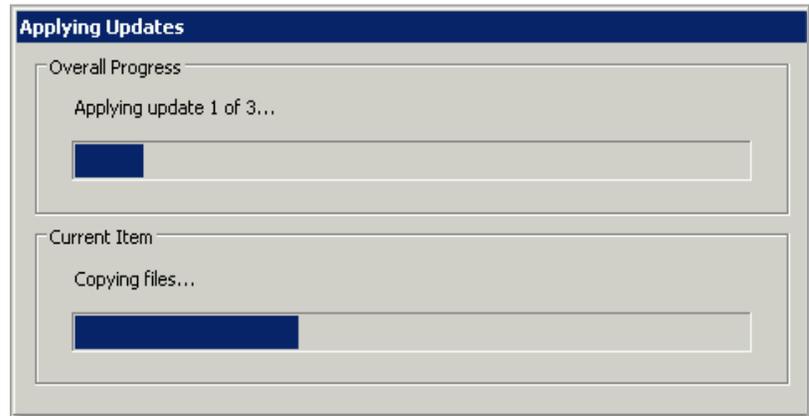
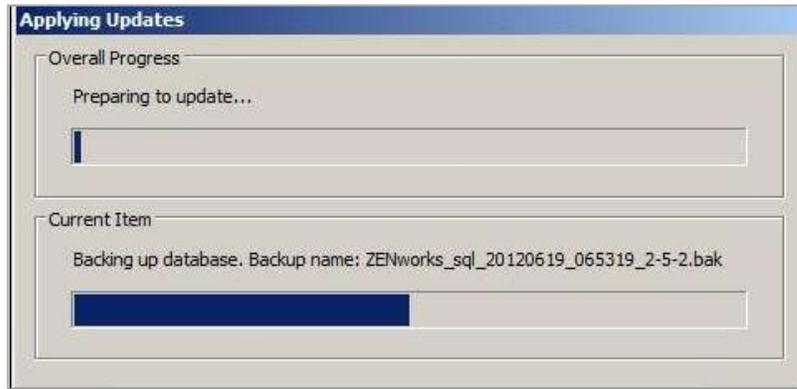
Select from:

- *ZENworks* server login credentials
- Windows Authentication (enter the Username and Password)
- Trusted Connection
- SA login credentials (enter the login password)

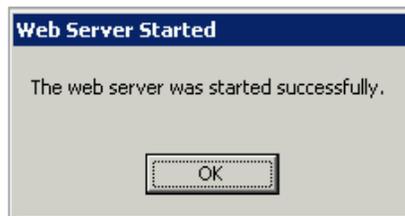


The 'Privileged SQL Login Required' dialog box has a title bar with the text 'Privileged SQL Login Required'. Below the title bar is the text 'These credentials will be used to perform database modifications during the update process.' followed by 'Credentials entered here will not be stored.'. Below this is a group box labeled 'Database Login Method' containing four radio button options: 'Use ZENworks Server Login' (which is selected), 'Use Windows Authentication', 'Use Trusted Connection', and 'Use SA Login'. To the right of this group box is another group box labeled 'Database Credentials' containing two text boxes: 'Username:' and 'Password:'. At the bottom of the dialog box are two buttons: 'Update Now' and 'Cancel'.

8. Click **Update Now** to begin the application of the updates. A progress bar displays as the Web server stops, the files are backed up, and the updates are applied.



9. A success prompt displays asking if you want to start the Web server. Click **Yes**. A progress bar displays as the Web server restarts. You are returned to the main page of the *Update Manager*, which displays the new current server versions. Click **Exit**.



**Important Notes:**

- Ensure that you run the *Update Manager* on other *ZENworks Mobile Management* Web servers if your system is set up with multiple Web servers for network load balancing.
- If the *Update Manager* launches the *ZENworks Mobile Management* installer or runs an update to itself, you are prompted to close the *Update Manager*. After the process is completed, it might be necessary to reopen the *Update Manager* to apply any subsequent update versions.