

Upgrade Guide

Novell® ZENworks® 10 Configuration Management

10.3

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Novell, Inc.
404 Wyman Street, Suite 500
Waltham, MA 02451
U.S.A.
www.novell.com

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About This Guide

This guide includes information about new enhancements in Novell® ZENworks® 10 Configuration 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 Configuration Management 10.0.x to SP3 (10.3),” on page 15
- ♦ Chapter 3, “Upgrading from ZENworks Configuration Management 10.1.x to SP3 (10.3),” on page 21
- ♦ Chapter 4, “Upgrading from ZENworks Configuration Management 10.2.x to SP3 (10.3),” on page 25
- ♦ Appendix A, “Reinstalling the Novell File Upload Extension,” on page 29
- ♦ Appendix B, “ZENworks 10 Configuration Management Upgrade Paths Quick Reference,” on page 31

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, or go to the [Novell Documentation Feedback site \(http://www.novell.com/documentation/feedback.html\)](http://www.novell.com/documentation/feedback.html) and enter your comments there.

Additional Documentation

ZENworks 10 Configuration 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 Configuration Management documentation Web site \(http://www.novell.com/documentation/zcm10/index.html\)](http://www.novell.com/documentation/zcm10/index.html).

Documentation Conventions

In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux*, should use forward slashes as required by your software.

What's New

1

The following sections describe the new features in Novell® ZENworks® 10 Configuration Management SP3:

- ♦ [Section 1.1, “Support for New Platforms,” on page 9](#)
- ♦ [Section 1.2, “Support for New Versions of Administration Browsers,” on page 9](#)
- ♦ [Section 1.3, “General Enhancements,” on page 10](#)
- ♦ [Section 1.4, “Asset Management,” on page 10](#)
- ♦ [Section 1.5, “Authentication,” on page 11](#)
- ♦ [Section 1.6, “Content,” on page 11](#)
- ♦ [Section 1.7, “Imaging,” on page 11](#)
- ♦ [Section 1.8, “New Bundle Right and Policy Right,” on page 11](#)
- ♦ [Section 1.9, “Patch Management,” on page 12](#)
- ♦ [Section 1.10, “Remote Management,” on page 12](#)
- ♦ [Section 1.11, “Reporting,” on page 12](#)
- ♦ [Section 1.12, “Upgrading,” on page 12](#)
- ♦ [Section 1.13, “ZENworks Appliance,” on page 13](#)

1.1 Support for New Platforms

ZENworks 10 Configuration 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 (except for Personality Migration) in Update for ZENworks 10 Configuration Management SP2 (10.2.2) or later.

For more information, see “[System Requirements](#)” in the *ZENworks 10 Configuration Management Installation Guide*.

1.2 Support for New Versions of Administration Browsers

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

- ♦ Mozilla* Firefox* 3.5

1.3 General Enhancements

The following general enhancements have been made:

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

1.4 Asset Management

The following enhancements have been made to Asset Management.

- ♦ [Section 1.4.1, “User-Based Licensing,” on page 10](#)
- ♦ [Section 1.4.2, “ZENworks Control Center Enhancements,” on page 10](#)

1.4.1 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.

1.4.2 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.

1.5 Authentication

ZENworks 10 Configuration 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.

1.6 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.
- ♦ Enhanced bundle actions for better control while distributing bundle content to devices.

1.7 Imaging

Imaging in ZENworks 10 Configuration Management SP3 provides the following new features or enhancements:

- ♦ Support of Window Automated Installation Kit (WAIK) 3.0 for third-party imaging.
- ♦ Support for imaging operations from ZENworks 7.x Desktop Management (ZDM 7) for the devices on which the ZDM 7 agent and the ZENworks Adaptive Agent with Asset Management coexist.
- ♦ Support for replicating or distributing the imaging content for Satellites with the Imaging role based on the content replication settings such as throttling and schedule.

For more information, see [Adding and Configuring Satellite Devices](#) in the *ZENworks 10 Configuration Management System Administration Reference*.

1.8 New Bundle Right and Policy Right

The following rights have been added:

- ♦ **Assign Bundles:** This new bundle right allows or denies the administrator the rights necessary to assign the bundles listed in the contexts panel of the Bundle Rights dialog box to the user or device objects.

- ♦ **Assign Policies:** This new policy right allows or denies the administrator the rights necessary to assign the policies listed in the contexts panel of the Policy Rights dialog box to the user or device objects.

If you upgrade from ZENworks 10 Configuration Management SP2 to ZENworks 10 Configuration Management SP3, the existing Administrator accounts get the following rights in addition to the rights they already have:

- ♦ Assign Bundles and Assign Policies rights for the specified context
- ♦ Assign Bundles right for the Bundles context
- ♦ Assign Policies right for the Policies context

For more information, see [Rights Descriptions](#) in the *System Administration Reference*.

1.9 Patch Management

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

- ♦ You can now control the deployment of mandatory baseline patches from the *Configuration* tab in ZENworks Control Center.
- ♦ You can deploy a patch to all non-patched devices or choose specific devices, folders, or groups for patch deployment in the Deployment Wizard.
- ♦ The *Event* schedule type in the Remediation Schedule page of the Deployment Wizard has been replaced with *Now*.

1.10 Remote Management

ZENworks 10 Configuration Management SP3 provides support for a remote management proxy on the following platforms:

- ♦ SUSE® Linux Enterprise Server 10 SP2
- ♦ SUSE Linux Enterprise Server 11
- ♦ Open Enterprise Server 2 (OES Linux) SP1

1.11 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.

1.12 Upgrading

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

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

1.13 ZENworks Appliance

ZENworks 10 Configuration 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 Configuration Management SP3 Server and ZENworks 10 Configuration Management SP3 ZENworks Reporting Server.

For more information, see the [*ZENworks 10 Configuration Management Appliance Deployment and Administration Reference*](#).

Upgrading from ZENworks Configuration Management 10.0.x to SP3 (10.3)

2

This section contains information about upgrading from Novell® ZENworks® Configuration Management 10.0.x to ZENworks Configuration Management SP3 (10.3).

To upgrade from ZENworks 10 Configuration Management 10.0.x to ZENworks 10 Configuration Management SP3 (10.3), devices must meet the requirements described in “[System Requirements](#)” in the *ZENworks 10 Configuration Management Installation Guide*.

Because of changes in the ZENworks architecture, ZENworks servers and managed devices cannot be upgraded from version 10.0.x directly to version 10.3. However, you can use a combination of ZENworks System Update and the installation media to go from 10.0.x to 10.3.

You cannot use the ZENworks 10 Configuration Management SP3 installation media to upgrade from version 10.0.x to 10.3. You must follow the directions in this section.

IMPORTANT: Because the upgrade process uses different versions of ZENworks Configuration Management, you must use different versions of the documentation to perform the upgrade. Ensure that you follow directions in the appropriate version of each guide referenced below.

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

- ♦ [Section 2.1, “Pre-Upgrade Tasks for BusinessObjects Enterprise Server,” on page 15](#)
- ♦ [Section 2.2, “Upgrading to ZENworks Configuration Management 10.3,” on page 17](#)
- ♦ [Section 2.3, “Post-Upgrade Tasks,” on page 18](#)

2.1 Pre-Upgrade Tasks for BusinessObjects Enterprise Server

This section is applicable only if BusinessObjects* Enterprise is installed on ZENworks 10 Configuration Management Primary Server. If BusinessObjects Enterprise is not installed on the ZENworks 10 Configuration Management Primary Server, continue with [Section 2.2, “Upgrading to ZENworks Configuration Management 10.3,” on page 17](#).

If BusinessObjects Enterprise is installed on the ZENworks 10 Configuration Management Primary Server, BusinessObjects Enterprise ceases to work when you upgrade the server to ZENworks 10 Configuration Management SP3.

To continue to create and generate ZENworks Reports, perform the following tasks in the order listed:

1. Uninstall the BusinessObjects Enterprise Server that is installed on the ZENworks 10 Configuration Management Primary Server. For more information, see [Section 2.1.1, “Uninstalling BusinessObjects Enterprise,”](#) on page 16.
2. Install ZENworks Reporting Server. For more information, see [Section 2.1.2, “Installing ZENworks Reporting Server,”](#) on page 17.

2.1.1 Uninstalling BusinessObjects Enterprise

- 1 Upgrade the ZENworks 10 Configuration Management Primary Server to Update for ZENworks Configuration Management (10.1.1). For more information, see [“Introduction to ZENworks System Updates”](#) in the *ZENworks 10 Configuration Management System Administration Reference*.
- 2 Uninstall the BusinessObjects Enterprise Server from the Primary Server:
 - ♦ **On Windows:** Do the following:
 1. Log in as an administrator.
 2. On the desktop, click *Start > Settings > Control Panel*.
 3. Double-click *Add or Remove Programs* and uninstall BusinessObjects Enterprise Server.
 4. At the command prompt, go to the `%ZENWORKS_HOME%\share\pmrboecleanup` directory.
 5. Run the `pmrboecleanup.bat` file.

(Conditional) Do not run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file bundled with Update for ZENworks Configuration Management (10.1.1) on the Primary Server that has the Reporting Server installed. If you run the file, the Reporting Server is removed from the Primary Server. To resolve this issue, upgrade to Update for ZENworks Configuration Management (10.1.2). The Reporting Server is not removed from the Primary Server when you subsequently run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file.
 6. To view the log information, go to `%ZENWORKS_HOME%\logs\pmrboepostuninstall.log`.
 - ♦ **On Linux:** Do the following:
 1. Log in as root.
 2. Stop the BusinessObjects Enterprise services by running the following command:

```
/etc/init.d/BobjEnterprise115 stop
```
 3. Uninstall the BusinessObjects Enterprise Server by running the following command:

```
/opt/novell/zenworks/share/boe/bobje/uninstallBOBJE.sh
```
 4. Navigate to the `/opt/novell/zenworks/share/pmrboecleanup` directory.
 5. Run the `pmrboecleanup.sh` script file.

(Conditional) Do not run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file bundled with Update for ZENworks Configuration Management (10.1.1) on the Primary Server that has the Reporting Server installed. If you run the file, the Reporting Server is removed from the Primary Server. To resolve this issue, upgrade

to Update for ZENworks Configuration Management (10.1.2). The Reporting Server is not removed from the Primary Server when you subsequently run the `pmrboecleanup.bat` or `pmrboecleanup.sh` file.

6. To view the log information, go to `/var/opt/novell/log/zenworks/pmrboepostuninstall.log`.

2.1.2 Installing ZENworks Reporting Server

Install ZENworks Reporting Server either on the same Primary Server from which you have uninstalled the BusinessObjects Enterprise Server, or on a different server. For more information on installing the Reporting Server, see the [ZENworks 10 Configuration Management Reporting Server Installation Guide](#).

2.2 Upgrading to ZENworks Configuration Management 10.3

- 1 Make sure that you have completed the steps in [Section 2.1, “Pre-Upgrade Tasks for BusinessObjects Enterprise Server,”](#) on page 15.
- 2 Use System Update to upgrade ZENworks Servers and managed devices from ZENworks Configuration Management 10.0.x to 10.0.3.

For more information about System Update, see “ZENworks System Updates” in the [ZENworks 10 Configuration Management System Administration Reference](#).

- 3 Use the ZENworks 10.1 installation media to upgrade all Primary Servers from 10.0.3 to 10.1.0.

For more information on how to install ZENworks 10 Configuration Management SP1 (10.1.0), see the [Novell ZENworks 10 Configuration Management SP1 Installation Guide](#) (<http://www.novell.com/documentation/zcm10/pdfdoc/zcm101.zip>).

- 4 Use System Update to upgrade the 10.0.3 managed devices to Update for ZENworks 10 Configuration Management SP1 (10.1.0).

For more information about System Update, see “ZENworks System Updates” in the [ZENworks 10 Configuration Management System Administration Reference](#).

- 5 Use System Update to update 10.1.x Primary Servers and managed devices to 10.2.

The ZENworks 10 Configuration Management SP2 (10.2) update is cumulative, meaning that you can upgrade Primary Servers and managed devices directly to version 10.2 from the following versions:

- ♦ ZENworks 10 Configuration Management SP1 (10.1.0)
- ♦ Update for ZENworks 10 Configuration Management (10.1.1)
- ♦ Update for ZENworks 10 Configuration Management (10.1.1c)
- ♦ Update for ZENworks 10 Configuration Management (10.1.2a)
- ♦ Update for ZENworks 10 Configuration Management (10.1.3)

IMPORTANT: Before applying version 10.2, you should remove the earlier updates for ZENworks 10 Configuration Management from ZENworks Control Center.

To upgrade to 10.2:

- 5a** (Conditional) Update the Primary Server hosting the ZENworks internal database from 10.1.x to 10.2.
- 5b** Update all other Primary Servers in the Management Zone from 10.1.x to 10.2 (order does not matter).
- 5c** Update managed devices from 10.1.x to 10.2.

For more information about System Update, see “[ZENworks System Updates](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

- 6** Use System Update to upgrade ZENworks Servers and managed devices from ZENworks Configuration Management 10.2.x to 10.3.

The ZENworks 10 Configuration 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 Configuration Management SP2 (10.2)
- ♦ Update for ZENworks 10 Configuration Management (10.2.1)
- ♦ Update for ZENworks 10 Configuration Management (10.2.2)

IMPORTANT: Before applying version 10.3, you should remove the earlier updates for ZENworks 10 Configuration Management from ZENworks Control Center.

To upgrade to 10.3:

- 6a** (Conditional) Update the Primary Server hosting the ZENworks internal database from 10.2 to 10.3.
- 6b** Update all other Primary Servers in the Management Zone from 10.2 to 10.3 (order does not matter).
- 6c** Update managed devices from 10.2 to 10.3.

For more information about System Update, see “[ZENworks System Updates](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

IMPORTANT: After upgrading to ZENworks 10 Configuration Management SP3 (10.3), you cannot install a ZENworks Primary Server from a previous version of ZENworks Configuration Management in your SP3 Management Zone.

2.3 Post-Upgrade Tasks

- ♦ [Section 2.3.1, “Reinstalling the Novell File Upload Extension,” on page 18](#)
- ♦ [Section 2.3.2, “Rebuilding the Embedded or External Sybase Database,” on page 19](#)

2.3.1 Reinstalling the Novell File Upload Extension

If the ZENworks 10 Configuration 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 29](#).

2.3.2 Rebuilding the Embedded or External Sybase Database

If you have an embedded or external Sybase* database installed, it is recommended to rebuild the database so that it runs on the updated version of the Sybase database engine. For more information on how to rebuild the database, see “[Rebuilding the Embedded or External Sybase Database](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

Upgrading from ZENworks Configuration Management 10.1.x to SP3 (10.3)

3

This section contains information about upgrading from Novell® ZENworks® Configuration Management 10.1.x to ZENworks Configuration Management SP3 (10.3). For information about upgrading from ZENworks Configuration Management 10.0.x, see [Chapter 2, “Upgrading from ZENworks Configuration Management 10.0.x to SP3 \(10.3\),” on page 15](#).

To upgrade from Novell ZENworks 10 Configuration Management 10.1.x to ZENworks 10 Configuration Management SP3 (10.3), devices must meet the requirements described in “[System Requirements](#)” in the *ZENworks 10 Configuration Management Installation Guide*.

Because of changes in the ZENworks architecture, ZENworks servers and managed devices cannot be upgraded from version 10.1.x directly to version 10.3. However, you can use a combination of ZENworks System Update and the installation media to go from 10.1.x to 10.3.

You cannot use the ZENworks 10 Configuration Management SP3 installation media to upgrade from version 10.1.x to SP3. You must follow the directions in this section.

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

- ♦ [Section 3.1, “Understanding What the Upgrade Does Not Do,” on page 21](#)
- ♦ [Section 3.2, “Upgrading to ZENworks Configuration Management 10.3,” on page 21](#)
- ♦ [Section 3.3, “Post-Upgrade Tasks,” on page 22](#)

3.1 Understanding What the Upgrade Does Not Do

You cannot migrate the custom reports created in ZENworks 10 Configuration Management with SP1 (10.1) to ZENworks 10 Configuration Management with SP3 (10.3). You must re-create these reports on the ZENworks Reporting Server.

3.2 Upgrading to ZENworks Configuration Management 10.3

- 1 Make sure that you have completed the steps in [Section 2.1, “Pre-Upgrade Tasks for BusinessObjects Enterprise Server,” on page 15](#).
- 2 Use System Update to upgrade ZENworks Servers and managed devices from ZENworks Configuration Management 10.1.x to 10.2.

The ZENworks 10 Configuration Management SP2 (10.2) update is cumulative, meaning that you can upgrade Primary Servers and managed devices directly to version 10.2 from the following versions:

- ♦ ZENworks 10 Configuration Management SP1 (10.1)

- ♦ Update for ZENworks 10 Configuration Management (10.1.1)
- ♦ Update for ZENworks 10 Configuration Management (10.1.1c)
- ♦ Update for ZENworks 10 Configuration Management (10.1.2a)
- ♦ Update for ZENworks 10 Configuration Management (10.1.3)

IMPORTANT: Before applying version 10.2, you should remove the earlier updates for ZENworks 10 Configuration Management from ZENworks Control Center.

To upgrade to 10.2:

- 2a** (Conditional) Update the Primary Server hosting the ZENworks internal database from 10.1 to 10.2.
- 2b** Update all other Primary Servers in the Management Zone from 10.1 to 10.2 (order does not matter).
- 2c** Update managed devices to 10.2.

For more information about System Update, see “[ZENworks System Updates](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

- 3** Use System Update to upgrade ZENworks Servers and managed devices from ZENworks Configuration Management 10.2.x to 10.3.

The ZENworks 10 Configuration 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 Configuration Management SP2 (10.2)
- ♦ Update for ZENworks 10 Configuration Management (10.2.1)
- ♦ Update for ZENworks 10 Configuration Management (10.2.2)

IMPORTANT: Before applying version 10.3, you should remove the earlier updates for ZENworks 10 Configuration Management from ZENworks Control Center.

To upgrade to 10.3:

- 3a** (Conditional) Update the Primary Server hosting the ZENworks internal database from 10.2 to 10.3.
- 3b** Update all other Primary Servers in the Management Zone from 10.2 to 10.3 (order does not matter).
- 3c** Update managed devices from 10.2 to 10.3.

For more information about System Update, see “[ZENworks System Updates](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

IMPORTANT: After upgrading to ZENworks 10 Configuration Management SP3 (10.3), you cannot install a ZENworks Primary Server from a previous version of ZENworks Configuration Management in your SP3 Management Zone.

3.3 Post-Upgrade Tasks

- ♦ [Section 3.3.1, “Reinstalling the Novell File Upload Extension,” on page 23](#)
- ♦ [Section 3.3.2, “Uploading WAIK,” on page 23](#)

- ♦ [Section 3.3.3, “Installing ZENworks Reporting Server,” on page 23](#)
- ♦ [Section 3.3.4, “Rebuilding the Embedded or External Sybase Database,” on page 24](#)

3.3.1 Reinstalling the Novell File Upload Extension

If the ZENworks 10 Configuration 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 29](#).

3.3.2 Uploading WAIK

If you are upgrading from ZENworks 10 Configuration Management SP1 (10.1) to ZENworks 10 Configuration Management SP3, and if WAIK was already uploaded prior to the upgrade, you must upload WAIK ([winpe.wim](#)) again after upgrading to ZENworks 10 Configuration Management SP3. For more information on how to upload WAIK, see the [ZENworks 10 Configuration Management Preboot Services and Imaging Reference](#).

3.3.3 Installing ZENworks Reporting Server

If ZENworks Reporting Server is installed on the ZENworks 10 Configuration Management (10.1) Primary Server, ZENworks Reporting Server ceases to work when you upgrade the server to ZENworks 10 Configuration Management SP3.

You need to 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 23](#)
- ♦ [“Installing ZENworks Reporting Server on a Different Server” on page 23](#)

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 Configuration Management Reporting Server Installation Guide](#).

- 2 Install ZENworks Reporting Server.

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

3.3.4 Rebuilding the Embedded or External Sybase Database

If you have an embedded or external Sybase database installed, it is recommended to rebuild the database so that it runs on the updated version of the Sybase database engine. For more information on how to rebuild the database, see “[Rebuilding the Embedded or External Sybase Database](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

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

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

To upgrade from Novell ZENworks 10 Configuration Management 10.2.x to ZENworks 10 Configuration Management SP3 (10.3), devices must meet the requirements described in “[System Requirements](#)” in the *ZENworks 10 Configuration Management Installation Guide*.

The ZENworks 10 Configuration 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 Configuration Management SP2 (10.2)
- ♦ Update for ZENworks 10 Configuration Management (10.2.1)
- ♦ Update for ZENworks 10 Configuration Management (10.2.2)

You cannot use the ZENworks 10 Configuration 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 Configuration Management SP3:

- ♦ [Section 4.1, “Upgrading to ZENworks Configuration Management 10.3,” on page 25](#)
- ♦ [Section 4.2, “Post-Upgrade Tasks,” on page 26](#)

4.1 Upgrading to ZENworks Configuration Management 10.3

IMPORTANT: Before applying version 10.3, it is recommended to remove the earlier updates for ZENworks 10 Configuration 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 Configuration Management System Administration Reference*.

IMPORTANT: After upgrading to ZENworks 10 Configuration Management SP3 (10.3), you cannot install a ZENworks Primary Server from a previous version of ZENworks Configuration Management in your SP3 Management Zone.

If you have any ZENworks 10 Configuration Management SP2 (10.2) Satellites with Imaging role in the Management Zone, you must upgrade the Satellites to ZENworks 10 Configuration Management SP3 (10.3) to successfully perform Imaging operations such as take an image or restore an image from the Satellites. To upgrade the ZENworks 10 Configuration Management SP2 (10.2) Satellites to ZENworks 10 Configuration Management SP3 (10.3), perform [Step 1 on page 25](#).

4.2 Post-Upgrade Tasks

- ♦ [Section 4.2.1, “Upgrading ZENworks Reporting Server,” on page 26](#)
- ♦ [Section 4.2.2, “Reinstalling the Novell File Upload Extension,” on page 27](#)
- ♦ [Section 4.2.3, “Uploading WAIK,” on page 27](#)
- ♦ [Section 4.2.4, “Installing Sysinfo,” on page 27](#)
- ♦ [Section 4.2.5, “Rebuilding the Embedded or External Sybase Database,” on page 28](#)
- ♦ [Section 4.2.6, “Redefining Additional LDAP Servers for a ZENworks Server,” on page 28](#)

4.2.1 Upgrading ZENworks Reporting Server

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

However, if you have ZENworks Reporting Server that was installed on ZENworks 10 Configuration 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 26](#)
- ♦ [“Installing ZENworks Reporting Server on a Different Server” on page 26](#)

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 Configuration Management Reporting Server Installation Guide*.

- 2 Install ZENworks Reporting Server.

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

4.2.2 Reinstalling the Novell File Upload Extension

If the ZENworks 10 Configuration 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 29

4.2.3 Uploading WAIK

If you are upgrading from ZENworks 10 Configuration Management SP2 (10.2) to ZENworks 10 Configuration Management SP3, and if WAIK was already uploaded prior to the upgrade, you must upload WAIK (`winpe.wim`) again after upgrading to ZENworks 10 Configuration Management SP2. For more information on how to upload WAIK, see the *ZENworks 10 Configuration Management Preboot Services and Imaging Reference*.

4.2.4 Installing Sysinfo

If you upgrade the Primary Server from ZENworks 10 Configuration Management SP2 (10.2.x) to ZENworks 10 Configuration 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 the Module from a ZENworks Server](#)” in the *ZENworks 10 Configuration Management 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 -- --accepttlicense --
licensefile inventory-only_package.tar_extracted_directory /tscunix.kb --
installldir /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 -- --
accepttlicense --licensefile /opt/novell/zenworks/tmp/tscunix.kb --
installldir /opt/novell/zenworks/sysinfo --packages
base,config,snmp,sdl,sid --confirm
```

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

4.2.5 Rebuilding the Embedded or External Sybase Database

If you have an embedded or external Sybase database installed, it is recommended to rebuild the database so that it runs on the updated version of the Sybase database engine. For more information on how to rebuild the database, see “[Rebuilding the Embedded or External Sybase Database](#)” in the *ZENworks 10 Configuration Management System Administration Reference*.

4.2.6 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 Configuration Management 10.2.x and you want to continue using these additional LDAP servers in ZENworks 10 Configuration 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 Configuration Management System Administration Reference*.

Reinstalling the Novell File Upload Extension



If the ZENworks® 10 Configuration 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:

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 Configuration Management 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.

ZENworks 10 Configuration Management Upgrade Paths Quick Reference

B

Figure B-1 Upgrading to ZENworks 10 Configuration Management SP3



