ZENworks 23.4 Patch Updates

After a version of ZENworks is released, if any enhancements or bug fixes are made based on customers' request, they are provided as patch updates. This document lists the released patches and provides instructions about the sequence in which patches have to be applied on the devices:

What is a Patch?

A patch is an update that is installed into an existing product and a fix between the releases. A patch can fix bugs, install drivers, address security vulnerabilities, or address stability issues. The patches can also be referred to as FTF (Field Test File), which requires no testing and can be directly deployed in the production environment.

What is a Server Patch?

The server patches are intended to be applied only on the **ZENworks Primary Servers**. The server patches are released to improve the security, fix bugs or improve the performance of the product running on the server. The release version is considered the base server patch. If any server patch is baselined, then that becomes the base for future server patches. Server patches are cumulative.

What is Baseline Patch?

A baseline patch is a pre-requisite patch that is required for all future patches.

When the patch will be Baselined?

- When a patch should be applied mandatorily such as a patch that addresses security vulnerability (example 20.2.0.998 FTF).
- To limit the size of the patch.

Once a patch is baselined, subsequent patches will be cumulative.

What is Agent Patch?

Similar to server patches, agent patches are released to improve the efficiency of the agents. Unlike server patches, agent patches are not cumulative.

Dependencies Between Agent and Server Patches

Depending on customer needs or due to binary dependencies as per implementation, agent patches might be dependent on the server patch, which implies that the server patch should be installed before installing the agent patch. If a server patch is required to be applied, then the readme provided with the server and agent patches will have cross-references to each other.

Downloading and Installing Patches

All the released patches or FTFs (*Field Test Files*) can be downloaded either from Software Licenses and Downloads (SLD) or KM Viewer.

Each patch that is released will include a Readme. The readme section will include instructions to install a patch.

Understanding the Patching Sequence

In this document, the release version is considered as the base patch. If any server patch is baselined, then that patch becomes the base patch for future server patches.

As a best practice, it is always recommended to install the related server patch and then install the agent patch. Some patches, though they will be applied on servers, will be delivered as agent patches. For example, ZeUS.
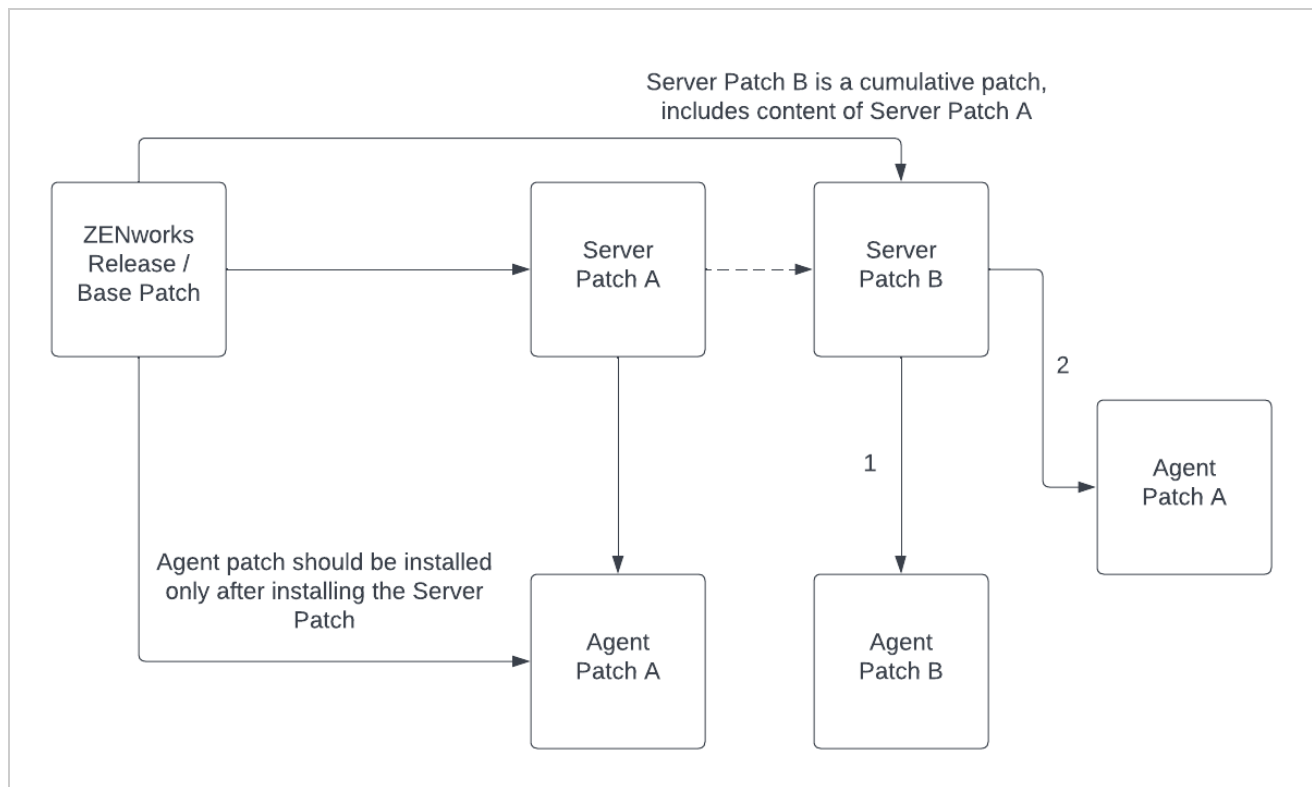
The above chart represents the sequence in which patches have to be applied. After the ZENworks release, it will be considered as a base patch (Server Base Patch). After a next few days, Server Patch A is released. Again, after some more days, Server Patch B is released. Now, Server Patch B is a cumulative patch of Server Patch A, which implies that Server Patch B includes all the content from Server Patch A. Hence, Server Patch B can be installed without having to install Server Patch A prior to it.

In the above chart, Agent Patch A and Agent Patch B are agent patches. To install the agent patches, ensure that you have already installed the dependent server patch. In this scenario, Agent Patch A should be installed only after installing Server Patch A, or it can be installed after installing Server Patch B. However, if Agent Patch B is released before you install Agent Patch A, then you can install the agent patches in any order.

The agent patches are non-cumulative while server patches are cumulative.

Patch Updates

This section provides information on the patches that are released. After installing the server patch, install the related agent patch specified in the table, if applicable.

Primary Server Patches

This section lists all the ZENworks Primary Server patches that are released for ZENworks 23.4. As server patches are cumulative, you can install the latest patch that is released.

Release Date	Patch Name	Download Link and Patch File Name	Prerequisite Patch Details	Related Agent Patch
January, 2025	Official Primary Server FTF-102 on ZENworks 23.4	PH_219633 ZCM_23.4.0_FTF_Server_102.zip (**Latest**)	NA	Apply the agent patches in the following order: 1. PH_215512 - ZCM_23.4.0_FTF_Agent_Defect_748009.zip 2. PH_218251 - ZCM_23.4.0_FTF_Agent_Defect_803024.zip 3. PH_219401 - ZCM_23.4.0_FTF_Agent_Defect_803020a.zip 4. PH_219406 - ZCM_23.4.0_FTF_Agent_Defect_768073_822002.zip 5. PH_219805 - ZCM_23.4.0_FTF_Agent_Defect_815030_817029.zip
November, 2024	Official Primary Server FTF-101 on ZENworks 23.4	PH_219362 ZCM_23.4.0_FTF_Server_101.zip	NA	Apply the agent patches in the following order: 1. PH_215512 - ZCM_23.4.0_FTF_Agent_Defect_748009.zip 2. PH_218251 - ZCM_23.4.0_FTF_Agent_Defect_803024.zip 3. PH_219401 - ZCM_23.4.0_FTF_Agent_Defect_803020a.zip 4. PH_219406 - ZCM_23.4.0_FTF_Agent_Defect_768073_822002.zip

Release Date	Patch Name	Download Link and Patch File Name	Prerequisite Patch Details	Related Agent Patch
October, 2024	Official Primary Server FTF-100 on ZENworks 23.4	PH_218934 ZCM_23.4.0_FTF_Server_100.zip	NA	◆ PH_218522 ZCM_23.4.0_FTF_Agent_Defect_803020.zip ◆ PH_215512 ZCM_23.4.0_FTF_Agent_Defect_748009.zip ◆ PH_218251 ZCM_23.4.0_FTF_Agent_Defect_803024.zip
September, 2024	Official Primary Server FTF-99 on ZENworks 23.4	PH_218503 ZCM_23.4.0_FTF_Server_99.zip	NA	◆ PH_215512 ZCM_23.4.0_FTF_Agent_Defect_748009.zip ◆ PH_218251 ZCM_23.4.0_FTF_Agent_Defect_803024.zip
September, 2024	Official Primary Server FTF-98 on ZENworks 23.4	PH_218250 ZCM_23.4.0_FTF_Server_98.zip	NA	◆ PH_215512 ZCM_23.4.0_FTF_Agent_Defect_748009.zip ◆ PH_218251 ZCM_23.4.0_FTF_Agent_Defect_803024.zip
August, 2024	Official Primary Server FTF-97 on ZENworks 23.4	PH_217327 ZCM_23.4.0_FTF_Server_97.zip	NA	PH_215512 ZCM_23.4.0_FTF_Agent_Defect_748009.zip
July, 2024	Official Primary Server FTF-96 on ZENworks 23.4	PH_217302 ZCM_23.4.0_FTF_Server_96.zip	NA	PH_215512 ZCM_23.4.0_FTF_Agent_Defect_748009.zip
May, 2024	Official Primary Server FTF-95 on ZENworks 23.4	PH_216174 ZCM_23.4.0_FTF_Server_95.zip	NA	PH_215512 ZCM_23.4.0_FTF_Agent_Defect_748009.zip
April, 2024	Official Primary Server FTF 94 on ZENworks 23.4	PH_215550 ZCM_23.4.0_FTF_Server_94a.zip	NA	PH_215512 ZCM_23.4.0_FTF_Agent_Defect_748009.zip

Release Date	Patch Name	Download Link and Patch File Name	Prerequisite Patch Details	Related Agent Patch
March, 2024	Official Primary Server FTF 93 on ZENworks 23.4	PH_215509 ZCM_23.4.0_FTF_Server_93.zip	NA	PH_215512 ZCM_23.4.0_FTF_Agent_Defect_748009.zip
February, 2024	Official Primary Server FTF 91 on ZENworks 23.4	PH_214527 ZCM_23.4.0_FTF_Server_91.zip	NA	PH_215441 ZCM_23.4.0_FTF_Agent_Defect_693002_726008.zip
January, 2024	Official Primary Server FTF 90 on ZENworks 23.4	PH_214173 ZCM_23.4.0_FTF_Server_90.zip	NA	NA
December, 2023	Official Primary Server FTF 89 on ZENworks 23.4	PH_213669 ZCM_23.4.0_FTF_Server_89.zip	NA	NA

Agent Patches

Unlike server patches, agent patches are not cumulative. Hence, agent patches should be installed in the following release order.

NOTE: Ensure that the agent services are not running while installing the agent patches.

Release Date	Patch Name / Short Description	Download Link and File Name	Related Primary Server Patch
January, 2024	Official Agent FTF for issues 815030 and 817029 on ZENworks 23.4 *Fix for the 503 error caused by metadata tracking download threads and .tmp files, which should not be replicated during content pre-caching.*	PH_219805 ZCM_23.4.0_FTF_Agent_Defect_815030_817029.zip	PH_219633 ZCM_23.4.0_FTF_Server_102.zip
November, 2024	Official Agent FTF for issues 768073_822002 on ZENworks 23.4 *Support added for Windows 11 24H2*	PH_219406 ZCM_23.4.0_FTF_Agent_Defect_768073_822002.zip	PH_219362 ZCM_23.4.0_FTF_Server_101.zip

Release Date	Patch Name / Short Description	Download Link and File Name	Related Primary Server Patch
November, 2024	Updated Official Agent FTF for Issue 803020 on ZENworks 23.4 ***Updated OpenSSL to version 3.0.15***	PH_219401 ZCM_23.4.0_FTF_Agent_Defect_803020a.zip	PH_218934 ZCM_23.4.0_FTF_Server_100.zip
September, 2024	Official Agent FTF for Issue 803024 on ZENworks 23.4 ***Fix for Windows patch KB5041585, which causes PXE boot issues with ZENworks imaging***	PH_218251 ZCM_23.4.0_FTF_Agent_Defect_803024.zip	PH_218250 ZCM_23.4.0_FTF_Server_98.zip
August, 2024	Official Agent FTF for Issues 696002,770030 on ZENworks 23.4 ***Fix for the issue where the ZENworks Remote Control Service (nzwinvnc) fails to start***	PH_217841 ZCM_23.4.0_FTF_Agent_Defect_696002_770030.zip	NA
June, 2024	Official Agent FTF for Issue 488018 on ZENworks 23.4 ***Fix for the issue where the Linux bundle sometimes fails to launch on schedule***	PH_216766 ZCM_23.4.0_FTF_Agent_Defect_488018.zip	NA
March, 2024	Official Agent FTF for Defect 748009 on ZENworks 23.4 (Applicable for Satellite Servers only) ***Fix for the issue where On-Demand content downloads intermittently fail after applying Server FTF-92 on version 23.4***	PH_215512 ZCM_23.4.0_FTF_Agent_Defect_748009.zip	PH_215509 ZCM_23.4.0_FTF_Server_93.zip
February, 2024	Official agent FTF 2 for Defect 693002, 726008 on ZENworks 23.4 ***OpenSSL library upgrade to version 3.0.12 and fix for the issue requiring a restart for imaging to work***	PH_215441 ZCM_23.4.0_FTF_Agent_Defect_693002_726008.zip	PH_214527 ZCM_23.4.0_FTF_Server_91.zip

Release Date	Patch Name / Short Description	Download Link and File Name	Related Primary Server Patch
January, 2024	Official Agent FTF for Defect 721010 on 23.4 *Fix for the issue where Regedit bundle actions fail for Azure AD users*	PH_214203 ZCM_23.4.0_FTF_Agent_Defect_721010a.zip	NA
January, 2024	Official Agent FTF for Defect 717009 on ZENworks 23.4 *Fix for the issue where Dynamic Local User policy password changes and other management actions do not work after upgrading from version 23.3 to 23.4*	PH_213982 ZCM_23.4.0_FTF_Agent_Defect_717009.zip	NA
December, 2023	Official Agent FTF for Issue 710035 on ZENworks 23.4 *Fix for the issue where Drive or Folder Requirements do not function on the ZCM 23.4 Agent*	PH_213973 ZCM_23.4.0_FTF_Agent_Defect_710035.zip	NA

Standalone Patches

A standalone patch is a type of update that can be applied independently. It is designed to fix a specific issue or vulnerability and can be installed without the need to update or upgrade the entire system. Standalone patches are typically small and focused and are often released in response to a bug that needs to be addressed quickly.

Imaging Driver Updates

ZENworks Imaging driver updates are designed to enhance the functionality, compatibility, and performance of ZENworks imaging, making it easier for IT administrators to manage and deploy system images. ZENworks provides driver update packages that can be imported into ZENworks. These packages contain the latest drivers for supported hardware devices, allowing administrators to easily update driver libraries to ensure that when creating or deploying system images, the most current drivers are available.

Release Date	Patch Details	Download Link and File Name	Superseded By
September, 2024	September 2024 Imaging Driver Update	PH_218429 zenworks_23.4.0_24.2.0_September24.zip	NA

Appliance Patches

Appliance patches are a type of update that is specifically designed for ZENworks Appliance. These patches are used to update and maintain the ZENworks Appliance, including the ZENworks server, operating system, and other components. These patches typically include bug fixes, security updates, and other improvements to the software.

For more information on applying Appliance patches, see Online Update in the ZENworks Appliance Deployment and Administration Reference.

IMPORTANT: ZENworks Appliance running on SLES 12 SP5 will receive SUSE security updates and support until October 31, 2027, ensuring continued protection and maintenance during this period.

Security Patches

Security patches are software updates that fix vulnerabilities that could be exploited by malicious attackers. These vulnerabilities might allow attackers to gain unauthorized access to the system, steal sensitive information, or carry out other actions.

Security patches are usually released when a security flaw or vulnerability is detected. These patches are typically released on a regular schedule or as soon as a critical vulnerability is detected.

Security patches are released to address security vulnerabilities, whereas other patches to improve performance, fix bugs, or add new features. Security patches are high-priority updates that should be installed immediately to ensure security.

Product Recognition Update (PRU)

A Product Recognition Update (PRU) is a type of software update that is used to identify and classify software products on managed devices. After applying, the PRU enables ZENworks to recognize and classify new software products that may not have been previously identified.

The PRU is important as it enables ZENworks to accurately identify and manage all software products on a managed device, including those that may be less common or not well known. This allows administrators to effectively monitor and manage software license compliance, security vulnerabilities, and software updates for all devices on the network.

PRUs are released regularly and are designed to be compatible with specific versions of ZENworks. It is important to ensure that the correct PRU is downloaded and applied to the appropriate ZENworks server or zone to ensure proper identification and management of software products.

For more information, see Downloading and Installing the PRU.

Released Date	PRU Details	Download Link and File Name
November, 2024	ZCM and ZAM 23.4 Nov 2024 Product Recognition Update	PH_219363 23.4.Nov2024pru.zip
October, 2024	ZCM and ZAM 23.4 Oct 2024 Product Recognition Update	PH_218521 23.4.Oct2024pru.zip

Released Date	PRU Details	Download Link and File Name
September, 2024	ZCM and ZAM 23.4 Sep 2024 Product Recognition Update	PH_218058 23.4.Sep2024pru.zip
July, 2024	ZCM and ZAM 23.4 July 2024 Product Recognition Update	PH_217303 23.4.Jul2024pru.zip
June, 2024	ZCM and ZAM 23.4 June 2024 Product Recognition Update	PH_216720 23.4.May2024pru.zip
May, 2024	ZCM and ZAM 23.4 May 2024 Product Recognition Update	PH_216297 23.4.May2024pru.zip
March, 2024	ZCM and ZAM 23.4 March 2024 Product Recognition Update	PH_215264 23.4.Mar2024pru.zip
February, 2024	ZCM and ZAM 23.4 Feb 2024 Product Recognition Update	PH_214529 23.4.Feb2024pru.zip.zip
January, 2024	ZCM and ZAM 23.4 Jan 2024 Product Recognition Update	PH_214026 23.4.Jan2024pru.zip
December, 2023	ZCM and ZAM 23.4 Dec 2023 Product Recognition Update	PH_213609 23.4.Dec2023pru.zip

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