

ZENworks Readme

The information in this Readme pertains to the ZENworks 23.4 release.

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Readme Updates

The following table contains information on the documentation content changes that were made in the Readme document after the initial release:

Table 1 *Readme Updates*

Date	Readme Item Added or Updated
April, 2024	A new known issue is added in the document: Known Issues
January, 2024	The following section has been included in the document: Installation

Installation

For installation instructions, see [ZENworks Server Installation](#). For system requirements details, see [ZENworks System Requirements](#).

Updating to ZENworks 23.4

To update to ZENworks 23.4, ensure that your zone is in ZENworks 2020 Update 2, ZENworks 2020 Update 3, or ZENworks 23.3 and then update the zone to ZENworks 23.4.

IMPORTANT:**After upgrading to ZENworks 23.4, Remote Management and Imaging will not work if the zone CA is SHA-1**

The SHA-1 certificate is NOT supported from ZENworks 23.3 onwards and will break Remote Management and Imaging.

To verify the version of SHA certificate on the Primary Server, see the following section:

https://www.novell.com/documentation/zenworks-23.4/zen_certificates/data/b18g470q.html#t4no6t2rurt4

From ZENworks 23.3 onwards, Remote Management and Imaging require the CA as well as the Primary Server certificates to be SHA-2 certificates, therefore it is advised to migrate them to SHA-2 certificates. For more information, see [Reminting the Certificate Authority](#) and [Reminting Server Certificates](#).

Use the following guidelines to plan for the deployment of ZENworks 23.4 in your Management Zone:

- ◆ You must first update the Primary Servers, then update the Satellites, and finally update the managed devices to ZENworks 23.4. Do not update the managed devices and Satellites (or add new 23.4 managed devices in the zone) until all Primary Servers in the zone have been updated to ZENworks 23.4.

NOTE: Agents might receive inconsistent data from the zone until all Primary Servers are updated. Therefore, this part of the process should take place in as short a time as possible - ideally, immediately after the first Primary Server is updated.

- ◆ If you have initiated a server or CA remind in the zone, wait for that remind to complete before updating your zone to ZENworks 23.4.
- ◆ Regardless of any applied FTF on your ZENworks 2020 Update 2, Update 3, or 23.3 server, you can continue to update to ZENworks 23.4.
- ◆ You can directly deploy version ZENworks 23.4 to the following devices:

Device Type	Operating System	Minimum ZENworks Version
Primary Servers	Windows and Linux	ZENworks 2020 Update 2 and subsequent versions
Satellite Servers	Windows, Linux and Mac	ZENworks 2017 Update 2 and subsequent versions
Managed Devices	Windows, Linux and Mac	ZENworks 2017 Update 2 and subsequent versions

NOTE: Before deploying ZENworks 23.4 on devices, ensure that you have installed .NET Framework version 4.8 or above on the devices.

- ◆ Prior to updating the System Update on Primary Servers, ensure that you have a minimum of 60 GB of disk space to download and deploy the update. The table lists the minimum free disk space required in the following locations:

Location	Description	Disk Space
Windows: %ZENSERVER_HOME%\install\downloads	To maintain agent packages.	16 GB
Linux/Appliance: /opt/microfocus/zenworks/install/downloads		
Windows: %ZENSERVER_HOME%\work\content-repo	To import the zip file to the content system.	16 GB
Linux/Appliance: /var/opt/microfocus/zenworks/content-repo		
Agent Cache	To download the applicable System Update contents that are required to update the ZENworks server.	1.5 GB
Location where the System Update file is copied. This is only applicable for the ZENworks Server that is used to import the System Update zip file	To store the downloaded System Update zip file.	16 GB

- ◆ If you are using ZENworks Service Desk and have configured it to use with ZENworks, then ensure that you provide the port number along with the IP address in the ZENworks Service Desk Admin portal: Setup > ZENworks > ZENworks Setup.

Syntax: <host/IP>:<port>

Example: 10.10.19.123:7443

Downloading and Deploying ZENworks 23.4

For instructions on downloading system update files from SLD, see [Downloading Updates](#) and for deploying, see [Deploying Updates](#).

To use the [Check for Updates](#) action within ZCC, to view the list of available updates, you need to first register the System Update Entitlement by performing the steps detailed in the following section:

Re-registering the System Update Entitlement to activate the ZENworks license

- 1 Log into ZENworks Control Center (ZCC).
- 2 Navigate to **Configuration > Infrastructure Management > System Update Settings**.
- 3 In the System Update Entitlement section, click the **Configure** link against the **Entitlement State** field.
- 4 Specify the **Email Address** and the **Activation Code**.
The Activation Code will be available in the Micro Focus Customer Center under **System Update Entitlement** or **ZENworks Configuration Management Activation Code**.
- 5 Click **Activate**. After the license is activated, you can view the available system updates in the **System Updates** page by clicking **Actions > Check for Updates**.

For administrative tasks, see the [ZENworks 23.4](#) documentation site.

IMPORTANT: Do not update the Remote Management (RM) viewer until all the Join Proxy Satellite Servers are updated in the zone. To perform Remote Management through Join Proxy, you need to ensure that the RM viewer version and the Join Proxy version are the same.

Ensure that you read [“Updating to ZENworks 23.4” on page 1](#) before you download and deploy the ZENworks update.

To upgrade your zone from ZENworks 2020 or ZENworks 2020 Update 1 to ZENworks 23.4, you need to upgrade all your Primary Servers to ZENworks 2020 Update 2 first and then upgrade to ZENworks 23.4. No need to update Managed Devices or Satellite Servers to ZENworks 2020 Update 2. After upgrading your Primary Servers to ZENworks 23.4, you can directly deploy the update to all the Managed Devices and Satellite Servers.

This update requires schema changes to be made to the database. During the initial patch installation, the services will run only on the Master or dedicated Primary Server. This is to ensure that other Primary Servers do not try to access the tables being changed in the database.

After the Master or dedicated Primary Server has been updated, the services will resume on the remaining servers and the update will be applied simultaneously if the update is assigned to all the servers.

NOTE: You do not need to manually stop or start the services on the servers during the update. The services will be stopped and started automatically.

When you postpone a system update and log out of the managed device, the system update is applied on the device, based on the deployment schedule.

What’s New

For information on the new features in ZENworks 23.4, see the [ZENworks What’s New Reference](#) document.

Known Issues

- ♦ [“The system update assigned to a group has stale entries in the database even after canceling the system update” on page 4](#)
- ♦ [“Unable To Download the Skype and Slack Patches” on page 4](#)
- ♦ [“Primary Server Installation on Windows Takes Longer Time” on page 5](#)

The system update assigned to a group has stale entries in the database even after canceling the system update

When you assign a system update to a dynamic group, even after canceling the system update, the stale assignment entry is not removed from the database.

Workaround: After canceling the update, the assignment entries will be available in the database without any functionality impact. Hence, this issue can be ignored.

Unable To Download the Skype and Slack Patches

While downloading the Skype and Slack patches, the following errors are logged:

- ♦ *“Failed to download file. Could not be downloaded from any OnDemand Proxies”* is logged in the patch download log file.
- ♦ *“SSLHandshakeException: Received fatal alert: handshake_failure”* is logged in the Content Service log file.

Workaround:

Perform the following steps:

1. Download the DMG file and copy the file in the custom path that was configured in ZCC using the `PATCH_CUSTOM_DOWNLOAD_PATH` system variable.
2. Run the `zac pi --patch <Patch Name>` to remediate the patch bundle.
Ensure that the patch name must be the same as listed in the `zac plp` command.

Primary Server Installation on Windows Takes Longer Time

ZENworks Primary Server installation on the Windows Server might take more time.

Workaround:

It is expected for the installation to take time if the system is slow. Wait for the installation to complete. Check the logs for any error.

NOTE: It is recommended to have 16 GB RAM for Primary Server installation.

Fixed Issues

For more information on issues that are fixed in ZENworks 23.4, see [Version information and list of fixes](#).

Additional Documentation

IMPORTANT: Log4j 1.x Vulnerabilities Not Applicable

ZENworks may install the log4j 1.x library in some folders. However, the vulnerabilities associated with the log4j 1.x library are not applicable to ZENworks and can be ignored.

The other issues documented in this Readme are specific to ZENworks 23.4. For all other ZENworks related documentation, see the [ZENworks documentation site](#).

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