

# ZENworks Service Desk 23.3

July 2023

This document explain the upgrading or migrating to the latest version of Service Desk.

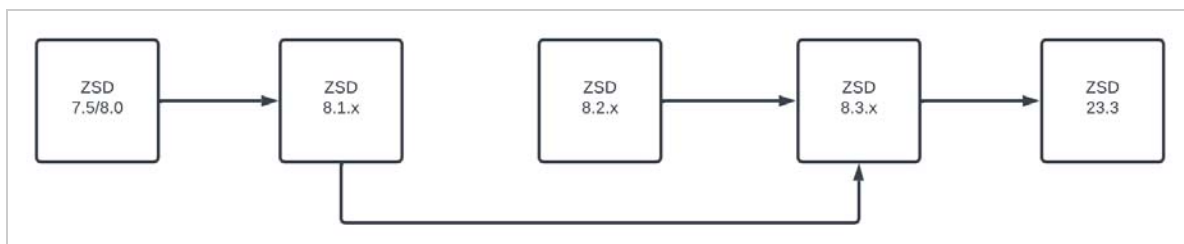
- ◆ Section 1, “Overview,” on page 1
- ◆ Section 2, “Upgrading from ZENworks Service Desk 8.3.x to ZENworks Service Desk 23.3,” on page 2
- ◆ Section 3, “Upgrading from ZENworks Service Desk 8.1.x/8.2.x to ZENworks Service Desk 8.3.x,” on page 6
- ◆ Section 4, “Upgrading from ZENworks Service Desk 7.5/8.0 to ZENworks Service Desk 8.1.x,” on page 10
- ◆ Section 5, “Additional References,” on page 15
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## 1 Overview

ZENworks Service Desk ZENworks Service Desk is an ITIL-based solution and is available only as a virtual appliance that can be deployed to a supported virtual infrastructure. Service Desk Appliance is built on a customized SUSE Linux Enterprise Server (SLES), and comes pre-installed with Service Desk and thus helping save on operating system license costs. This document provides an in-depth step-by-step procedure that is required to deploy or upgrade the ZENworks Service Desk.

If you are using ZENworks Service Desk 7.5 or 8.0 version, then you need to migrate to 8.1.x and then to the ZENworks Service Desk 8.3.x version, or you can directly deploy ZENworks Service Desk 8.3. ZENworks Service Desk 23.3 is the latest available version.

You can update to ZENworks Service Desk 23.3 only from ZENworks Service Desk 8.3.x through Online Product Upgrade channel.



## 2 Upgrading from ZENworks Service Desk 8.3.x to ZENworks Service Desk 23.3

- ◆ [Section 2.1, “Upgrade Preparedness,” on page 2](#)
- ◆ [Section 2.2, “New Installation,” on page 2](#)
- ◆ [Section 2.3, “Updating to ZENworks Service Desk 23.3,” on page 2](#)
- ◆ [Section 2.4, “ZENworks Service Desk 23.3 System Requirements,” on page 3](#)

### 2.1 Upgrade Preparedness

Before upgrading your ZENworks Service Desk, ensure that you review ZENworks Service Desk 8.3.x:

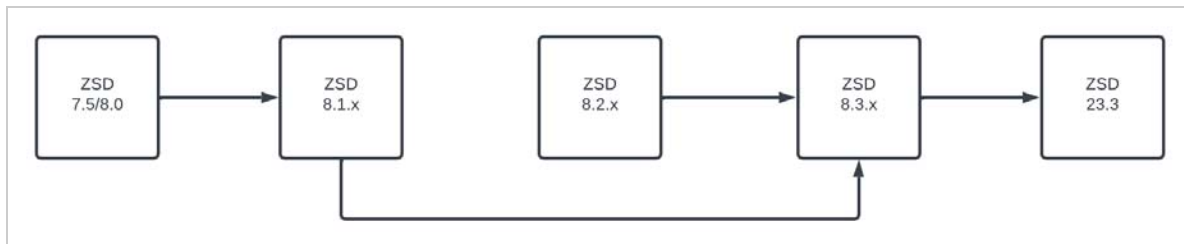
- ◆ [Disaster Preparedness and Recovery](#)
- ◆ [Pre-migration Tasks](#) (To backup system customizations)
- ◆ [Platform Support Matrix](#)

### 2.2 New Installation

New installation is not supported in ZENworks Service Desk 23.3. However, you can deploy ZENworks Service Desk 8.3.x from [Software License and Download](#), and then update to [ZENworks Service Desk 23.3 using Online Updates](#).

### 2.3 Updating to ZENworks Service Desk 23.3

If you are using ZENworks Service Desk 7.5 or 8.0, then you need to migrate to 8.1.x and then to the ZENworks Service Desk 8.3.x. After migrating ZENworks Service Desk 8.3.x, you can then upgrade to [ZENworks Service Desk 23.3 using Online Updates](#).



The following image depicts the method that can be used to update or migrate your existing ZENworks Service Desk:

## System Requirements - Methods

ZSD version	Platform Installed On:	Method	Jetty	Appliance Type
7.0.x – 7.3	Appliance, Windows, Linux	Side-by-Side, In-Place		
7.4	Appliance, Windows, Linux	Side-by-Side		
7.5	Appliance	Side-by-Side*		
8.0	Appliance	Side-by-Side*, In-Place**	9.4	CAI 1.10.2
8.1.x	Appliance	In-Place**	9.15.0.2	CAI 2.0.2
8.2.x	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2
8.3.x	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2
23.3	Appliance	In-Place	9.15.1.1	CAI 2.1.1.2

ZSD v7.5 (& higher) support the Appliance model only.

Each upgrade method (In-Place or Side-by-Side) accommodates internal (embedded) and ext. databases

\*Note: Side-By-Side appliance upgrades require an rpm script to be run before upgrading, to prepare VASStorage drive.

\*\*In-Place Upgrade method via Online Update tile in the Administration Console (9443) – [See ZSD v23.3 documentation.](#)

### 2.3.1 Post-migration Task

After updating, ensure that you restore any customizations by reviewing the Post-Migration Tasks and also register to the Online Update channel, which enables you to upgrade your appliance.

- ◆ [ZENworks Service Desk 23.3 Post Migration Tasks](#)
- ◆ [ZENworks Service Desk Online Update](#)

The same Appliance Online Update Channel registration key can be used for ZENworks Service Desk 8.3.x and 23.3. The registration key can be found in [Software Licenses and Downloads](#).

### 2.4 ZENworks Service Desk 23.3 System Requirements

- ◆ [Section 2.4.1, “Virtual Hypervisor,” on page 4](#)
- ◆ [Section 2.4.2, “Server OS Requirements,” on page 4](#)
- ◆ [Section 2.4.3, “RAM, CPUs, and Disk Space,” on page 5](#)
- ◆ [Section 2.4.4, “Database Requirements,” on page 5](#)
- ◆ [Section 2.4.5, “File Customization,” on page 6](#)

## 2.4.1 Virtual Hypervisor

### System Requirements – Hypervisor

ZSD version	VMware ESXi (.ova)	VMware Workstation (.ova)	SUSE XEN (.xen/.xva)	MS Hyper-V (.vhd)	Citrix Hypervisor (XenServer)
7.0x-7.4	4, 5.1	N/A	N/A	N/A	N/A
7.5	6.x	11.0 (and higher)	XEN on SLES 11 or SLES 12 w/latest Support Packs	N/A	N/A
8.0.x	6.x	11.0 (and higher)	XEN on SLES 11 SP4 w/latest Support Packs	Supported	N/A
8.1.x	6.x	11.0 (and higher)	XEN on SLES 11 SP4, SLES12 SP4, SLES 15, SLES15 SP1	Supported	Supported
8.2.x	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	Supported	Supported
8.3.x - 23.3	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	10.0	8.0

**opentext** • Note: Service Desk Appliance is a 64-bit virtual machine.

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## 2.4.2 Server OS Requirements

### System Requirements – Server OS

ZSD version	Appliance	Win 2008 (Ent/Std x64)	Win 2012 (Ent/Std x64)	SLES (x64)	RHEL (x64)
7.0x	Appliance OS (SLES11 SP2)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2	6.0, 6.1, 6.2
7.1	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2, 12	6.0, 6.1, 6.2, 6.5
7.2	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.3	Appliance OS (SLES12)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.4	Appliance OS (SLES12 SP1)	SP1/SP2, R2, R2SP1/SP2	2012, 2012R2	11SP1/SP2, 12, 12SP1	6.x
7.5 – 8.1.x	Appliance OS (SLES12 SP3)				
8.2.x, 8.3.x, 23.3	Appliance OS (SLES12 SP5)				

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## 2.4.3 RAM, CPUs, and Disk Space

### System Requirements - Hardware Resources

ZSD version	RAM*	Volumes*	Disk Space*	CPU Cores*
7.0.x – 7.4	2Gb	1	20Gb	2
7.5	4Gb	2	40Gb	2
8.x.x-23.3	4Gb	2	40Gb	2

Notes: Install/Upgrade should have 5Gb disk space free.  
Running 10 Gb disk space free PLUS Content stored for attachments and pictures stored.

\*Minimum

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## 2.4.4 Database Requirements

### System Requirements - Database

ZSD version	Appliance Embedded (internal)	MSSQL	MySQL	Oracle	Postgre SQL
7.0.x–7.2	(PostgreSQL 8.3.23)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	11gR1/R2	8.3-9.1
7.3	(PostgreSQL 9.4.6)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	12cR1/R2	8.3-9.7
7.4	7.4-PostgreSQL 9.4.9	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
7.5	7.5-PostgreSQL 9.6.7				
8.0.x	8.0.x-PostgreSQL 9.6.9				
8.1.x	(8.1.0= PostgreSQL 9.6.13) (8.1.2=PostgreSQL 9.6.15)	2014, 2016, 2017	5.0-5.7	12cR1/R2, 18c, 19c	9.6.13
8.2.x	PostgreSQL 9.6.x	2014, 2016, 2017, 2019	5.0-5.7	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.x
8.3.x	PostgreSQL 13.5	2014, 2016, 2017, 2019	5.0-5.7, 8.x	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.X, 13.x
23.3	PostgreSQL 13.x	9.6.x, 10.X, 13.x	5.0-8.x	12cR1/R2, 18c, 19c Ent (w/SID)	13.x, 14.x

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## 2.4.5 File Customization

### System Requirements – File Customizations

ZSD version	Memory Config (catalina.sh)	Default Port (server.xml)	Session Timeout (web.xml)
7.0x	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/WEB-INF/
7.1	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/LiveTime/WEB-INF/
7.2	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/LiveTime/WEB-INF/
7.3	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/tomcat/ Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.4	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/servicedesk/Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.5	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/ server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/
8.x-23.3	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/ server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/

- Customized .css files are copied to /vastorage/LiveTime/Style/\*.css
- Note: Pay attention to folder case sensitivity

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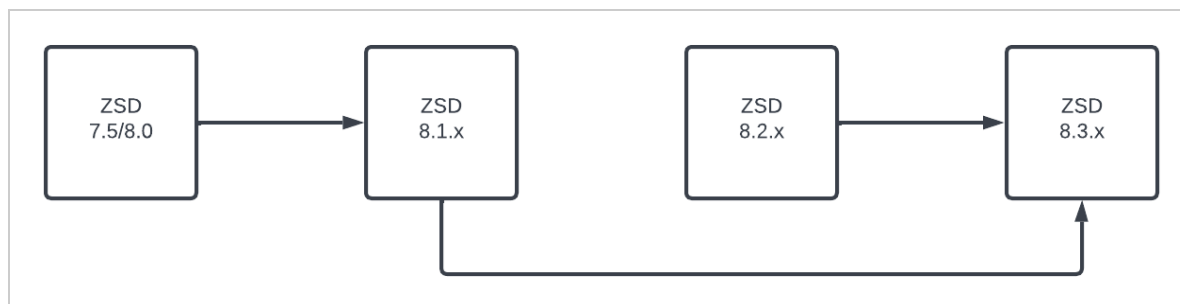
For more system requirements, see [ZENworks Service Desk 23.3 System Requirements](#) guide.

For more additional information, see [Additional References](#).

## 3 Upgrading from ZENworks Service Desk 8.1.x/8.2.x to ZENworks Service Desk 8.3.x

- ♦ [Section 3.1, “Upgrade Path Chart,”](#) on page 6
- ♦ [Section 3.2, “Upgrade Preparedness,”](#) on page 7
- ♦ [Section 3.3, “Downloading ZENworks Service Desk 8.3.x,”](#) on page 7
- ♦ [Section 3.4, “New Installation,”](#) on page 7
- ♦ [Section 3.5, “Upgrading or Migrating ZENworks Service Desk,”](#) on page 7
- ♦ [Section 3.6, “ZENworks Service Desk 8.3.x System Requirements,”](#) on page 8

### 3.1 Upgrade Path Chart



## 3.2 Upgrade Preparedness

Before upgrading your ZENworks Service Desk, ensure that you review ZENworks Service Desk 8.3.x:

- ♦ [Disaster Preparedness and Recovery](#)
- ♦ [Pre-migration Tasks](#) (To backup system customizations)
- ♦ [System Requirements](#)

## 3.3 Downloading ZENworks Service Desk 8.3.x

To download the ZENworks Service Desk 8.3.x components (VM and Prereq), see the Software Licenses and Downloads [Software Licenses and Downloads](#)

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**NOTE:** Ensure that you verify Check sum on the downloaded files.

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## 3.4 New Installation

To install ZENworks Service Desk 8.3.x appliance a fresh, see [ZENworks Service Desk 8.3.x Documentation](#).

## 3.5 Upgrading or Migrating ZENworks Service Desk

The following image depicts the method that can be used to upgrade or migrate your existing ZENworks Service Desk:

MFZSD version	Installation On:	Method	Jetty	Appliance Type
7.0.x – 7.3	Appliance, Windows, Linux	Side-by-Side, In-Place		
7.4	Appliance, Windows, Linux	Side-by-Side		
7.5	Appliance	Side-by-Side*		
8.0	Appliance	Side-by-Side*, In-Place**	9.4	CAI 1.10.2
8.1.x	Appliance	In-Place**	9.15.0.2	CAI 2.0.2
8.2.x	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2
8.3.0	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2

MFZSD v7.5 (& higher) support the Appliance model only.  
Upgrades versions N+1 or N+2 in any one upgrade step.  
Each upgrade method (In-Place or Side-by-Side) accommodates internal (embedded) and ext. databases  
\*Note: Upgrading a v7.5 Appliance to v8.x Appliance requires an rpm script to be run before upgrading to prepare VASStorage drive.  
\*\*In-Place Upgrade method via Online Update tile in the Administration Console (9443) – [See ZSD v8.3 documentation](#).

### 3.5.1 Migrating to Service Desk 8.3.x

To migrate an existing ZENworks Service Desk appliance to ZENworks Service Desk 8.3.x, see [Migrating to ZENworks Service Desk 8.3.x](#).

## 3.5.2 Post-migration Task

After successfully migrating, ensure that you restore any customizations by reviewing the Post-Migration Tasks and also register to the Online Update channel, which enables you to upgrade your appliance.

- ◆ [ZENworks Service Desk 8.3 Post Migration Tasks](#)
- ◆ [ZENworks Service Desk Online Update](#)

The same Appliance Online Update Channel registration key can be used for ZENworks Service Desk 8.1.x and 8.3.x. The registration key can be found in [Software Licenses and Downloads](#).

## 3.6 ZENworks Service Desk 8.3.x System Requirements

- ◆ [Section 3.6.1, “Virtual Hypervisor,”](#) on page 8
- ◆ [Section 3.6.2, “Server OS Requirements,”](#) on page 9
- ◆ [Section 3.6.3, “RAM, CPUs, and Disk Space,”](#) on page 9
- ◆ [Section 3.6.4, “Database Requirements,”](#) on page 10
- ◆ [Section 3.6.5, “File Customization,”](#) on page 10

### 3.6.1 Virtual Hypervisor

ZSD version	VMware ESXi (.ova)	VMware Workstation (.ova)	SUSE XEN (.xen/.xva)	MS Hyper-V (.vhd)	Citrix Hypervisor (XenServer)
7.0x – 7.4	4, 5.1	N/A	N/A	N/A	N/A
7.5	6.x	11.0 (and higher)	XEN on SLES 11 or SLES 12 w/latest Support Packs	N/A	N/A
8.0	6.x	11.0 (and higher)	XEN on SLES 11 SP4 w/latest Support Packs	Supported	N/A
8.1.x	6.x	11.0 (and higher)	XEN on SLES 11 SP4, SLES12 SP4, SLES 15, SLES15 SP1	Supported	Supported
8.2.x	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	Supported	Supported
8.3.0	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	10.0	8.0

Note: Service Desk Appliance is a 64-bit (x86\_64) virtual machine.



### 3.6.2 Server OS Requirements

MFZSD version	Appliance	Win 2008 (Ent/Std x64)	Win 2012 (Ent/Std x64)	SLES (x64)	RHEL (x64)
7.0x	Appliance OS (SLES11 SP2)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2	6.0, 6.1, 6.2
7.1	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2, 12	6.0, 6.1, 6.2, 6.5
7.2	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.3	Appliance OS (SLES12)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.4	Appliance OS (SLES12 SP1)	SP1/SP2, R2, R2SP1/SP2	2012, 2012R2	11SP1/SP2, 12, 12SP1	6.x
7.5 – 8.1.x	Appliance OS (SLES12 SP3)				
8.2.x	Appliance OS (SLES12 SP5)				
8.3.0	Appliance OS (SLES12 SP5)				

### 3.6.3 RAM, CPUs, and Disk Space

MFZSD version	RAM*	Volumes*	Disk Space*	CPU Cores*
7.0.x – 7.4	2Gb	1	20Gb	2
7.5	4Gb	2	40Gb	2
8.x.x	4Gb	2	40Gb	2

Notes: Install/Upgrade should have 5Gb disk space free.  
Running 10 Gb disk space free PLUS Content stored for attachments and pictures stored.

\*Minimum

### 3.6.4 Database Requirements

MFZSD version	Appliance Embedded (internal)	MSSQL	MySQL	Oracle	PostgreSQL
7.0.x – 7.2	(PostgreSQL 8.3.23)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	11gR1/R2	8.3-9.1
7.3	(PostgreSQL 9.4.6)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	12cR1/R2	8.3-9.7
7.4	(PostgreSQL 9.4.9)	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
7.5	(PostgreSQL 9.6.7)	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
8.0	(PostgreSQL 9.6.9)	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
8.1.x	(8.1.0= PostgreSQL 9.6.13) (8.1.2=PostgreSQL 9.6.15)	2014, 2016, 2017	5.0-5.7	12cR1/R2, 18c, 19c	9.6.13
8.2.x	PostgreSQL 9.6.x	2014, 2016, 2017, 2019	5.0-5.7	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.x
8.3.0	PostgreSQL 13.5	2014, 2016, 2017, 2019	5.0-5.7, 8.x	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.X, 13.x

### 3.6.5 File Customization

MFZSD version	Memory Config (catalina.sh)	Default Port (server.xml)	Session Timeout (web.xml)
7.0x	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/WEB-INF/
7.1	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/LiveTime/WEB-INF/
7.2	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/LiveTime/WEB-INF/
7.3	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/tomcat/Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.4	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/servicedesk/Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.5	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/
8.x*	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/

\* Customized .css files exist is copied to /vastorage/LiveTime/Style/\*.css  
Note: Pay attention to folder case sensitivity

For more system requirements, see [ZENworks Service Desk 8.3.x System Requirements](#) guide.

For more additional information, see [Additional References](#).

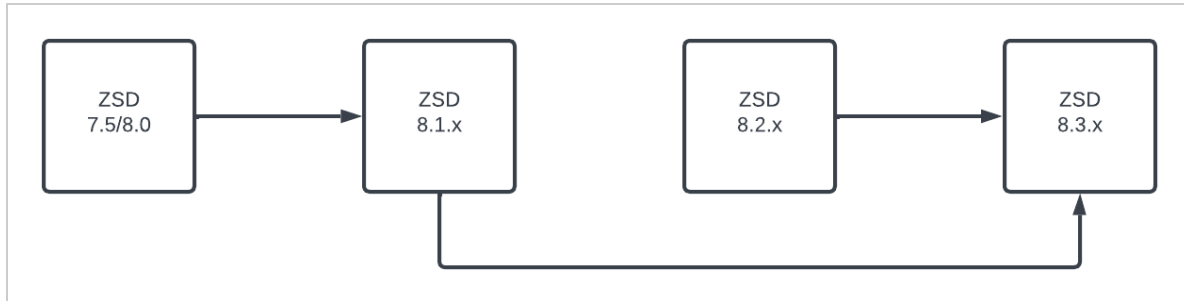
## 4 Upgrading from ZENworks Service Desk 7.5/8.0 to ZENworks Service Desk 8.1.x

- ◆ Section 4.1, “Upgrade Path Chart,” on page 11
- ◆ Section 4.2, “Upgrade Preparedness,” on page 11
- ◆ Section 4.3, “Downloading ZENworks Service Desk 8.1.x,” on page 11
- ◆ Section 4.4, “New Installation,” on page 11

- ◆ [Section 4.5, “Upgrading or Migrating ZENworks Service Desk,”](#) on page 11
- ◆ [Section 4.6, “ZENworks Service Desk 8.1.x System Requirements,”](#) on page 12
- ◆ [Section 4.7, “Additional Information Resources,”](#) on page 15

## 4.1 Upgrade Path Chart

The following image depicts the ZENworks Service Desk upgrade path:



## 4.2 Upgrade Preparedness

Before upgrading your ZENworks Service Desk, ensure that you review ZENworks Service Desk 8.1.x:

- ◆ [Disaster Preparedness and Recovery](#)
- ◆ [Pre-migration Tasks](#) (To backup system customizations)
- ◆ [System Requirements](#)

## 4.3 Downloading ZENworks Service Desk 8.1.x

To download the ZENworks Service Desk 8.1.x components (VM and Prereq), see the Software Licenses and Downloads [Software Licenses and Downloads](#).

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**NOTE:** Ensure that you verify Check sum on the downloaded files.

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## 4.4 New Installation

To install ZENworks Service Desk 8.1.x appliance a fresh, see [ZENworks Service Desk 8.1.x Documentation](#).

## 4.5 Upgrading or Migrating ZENworks Service Desk

The following image depicts the method that can be used to upgrade or migrate your existing ZENworks Service Desk:

MFZSD version	Installation On:	Method	Jetty	Appliance Type
7.0.x – 7.3	Appliance, Windows, Linux	Side-by-Side, In-Place		
7.4	Appliance, Windows, Linux	Side-by-Side		
7.5	Appliance	Side-by-Side*		
8.0	Appliance	Side-by-Side*, In-Place**	9.4	CAI 1.10.2
8.1.x	Appliance	In-Place**	9.15.0.2	CAI 2.0.2
8.2.x	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2
8.3.0	Appliance	Side-by-Side*	9.15.1.1	CAI 2.1.1.2

MFZSD v7.5 (& higher) support the Appliance model only.  
Upgrades versions N+1 or N+2 in any one upgrade step.  
Each upgrade method (In-Place or Side-by-Side) accommodates internal (embedded) and ext. databases  
\*Note: Upgrading a v7.5 Appliance to v8.x Appliance requires an rpm script to be run before upgrading to prepare VASStorage drive.  
\*\*In-Place Upgrade method via Online Update tile in the Administration Console (9443) – [See ZSD v8.3 documentation.](#)

#### 4.5.1 Migrating to Service Desk 8.1.x

To migrate your existing ZENworks Service Desk to ZENworks Service Desk 8.1.x, refer to the following section depending on the mode of migration:

- ♦ [Migrating to Service Desk 8.1.x using the Second Disk](#)
- ♦ [Migrating to Service Desk 8.1.x through the Online Product Upgrade Channel](#)

#### 4.6 ZENworks Service Desk 8.1.x System Requirements

To upgrade to ZENworks Service Desk 8.1.x, ensure that you go through the following system requirements:

- ♦ [Section 4.6.1, “Virtual Hypervisor,” on page 13](#)
- ♦ [Section 4.6.2, “Server OS Requirements,” on page 13](#)
- ♦ [Section 4.6.3, “RAM, CPUs, and Disk Space,” on page 14](#)
- ♦ [Section 4.6.4, “Database Requirements,” on page 14](#)
- ♦ [Section 4.6.5, “File Customization,” on page 15](#)

## 4.6.1 Virtual Hypervisor

ZSD version	VMware ESXi (.ova)	VMware Workstation (.ova)	SUSE XEN (.xen/.xva)	MS Hyper-V (.vhd)	Citrix Hypervisor (XenServer)
7.0x – 7.4	4, 5.1	N/A	N/A	N/A	N/A
7.5	6.x	11.0 (and higher)	XEN on SLES 11 or SLES 12 w/latest Support Packs	N/A	N/A
8.0	6.x	11.0 (and higher)	XEN on SLES 11 SP4 w/latest Support Packs	Supported	N/A
8.1.x	6.x	11.0 (and higher)	XEN on SLES 11 SP4, SLES12 SP4, SLES 15, SLES15 SP1	Supported	Supported
8.2.x	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	Supported	Supported
8.3.0	6.x	Not Supported	XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1	10.0	8.0

Note: Service Desk Appliance is a 64-bit (x86\_64) virtual machine.

## 4.6.2 Server OS Requirements

MFZSD version	Appliance	Win 2008 (Ent/Std x64)	Win 2012 (Ent/Std x64)	SLES (x64)	RHEL (x64)
7.0x	Appliance OS (SLES11 SP2)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2	6.0, 6.1, 6.2
7.1	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1	2012	11SP1/SP2, 12	6.0, 6.1, 6.2, 6.5
7.2	Appliance OS (SLES11 SP3)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.3	Appliance OS (SLES12)	SP1/SP2, R2, R2SP1/SP2	2012	11SP1/SP2, 12	6.x
7.4	Appliance OS (SLES12 SP1)	SP1/SP2, R2, R2SP1/SP2	2012, 2012R2	11SP1/SP2, 12, 12SP1	6.x
7.5 – 8.1.x	Appliance OS (SLES12 SP3)				
8.2.x	Appliance OS (SLES12 SP5)				
8.3.0	Appliance OS (SLES12 SP5)				

### 4.6.3 RAM, CPUs, and Disk Space

MFZSD version	RAM*	Volumes*	Disk Space*	CPU Cores*
7.0.x – 7.4	2Gb	1	20Gb	2
7.5	4Gb	2	40Gb	2
8.x.x	4Gb	2	40Gb	2

Notes: Install/Upgrade should have 5Gb disk space free.  
 Running 10 Gb disk space free PLUS Content stored for attachments and pictures stored.

\*Minimum

### 4.6.4 Database Requirements

MFZSD version	Appliance Embedded (internal)	MSSQL	MySQL	Oracle	PostgreSQL
7.0.x – 7.2	(PostgreSQL 8.3.23)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	11gR1/R2	8.3-9.1
7.3	(PostgreSQL 9.4.6)	2008SP3, 2008R2SP1 (+higher)	5.0-5.6	12cR1/R2	8.3-9.7
7.4	(PostgreSQL 9.4.9)	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
7.5	(PostgreSQL 9.6.7)	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
8.0	(PostgreSQL 9.6.9)	2008SP3, 2008R2SP1 (+higher), 2012, 2012R2, 2014	5.0-5.7	12cR1/R2	8.3-9.7
8.1.x	(8.1.0= PostgreSQL 9.6.13) (8.1.2=PostgreSQL 9.6.15)	2014, 2016, 2017	5.0-5.7	12cR1/R2, 18c, 19c	9.6.13
8.2.x	PostgreSQL 9.6.x	2014, 2016, 2017, 2019	5.0-5.7	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.x
8.3.0	PostgreSQL 13.5	2014, 2016, 2017, 2019	5.0-5.7, 8.x	12cR1/R2, 18c, 19c Ent (w/SID)	9.6.x, 10.X, 13.x

## 4.6.5 File Customization

MFZSD version	Memory Config (catalina.sh)	Default Port (server.xml)	Session Timeout (web.xml)
7.0x	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/WEB-INF/
7.1	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/LiveTime/WEB-INF/
7.2	/usr/share/tomcat6/bin/	/opt/novell/nsd/tomcat/	/srv/tomcat6/webapps/LiveTime/WEB-INF/
7.3	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/tomcat/Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.4	/opt/novell/nsd/servicedesk/Server/bin/	/opt/novell/nsd/servicedesk/Server/conf/	/opt/novell/nsd/servicedesk/Server/webapps/LiveTime/WEB-INF/
7.5	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/
8.x*	/opt/novell/servicedesk/server/bin/	/opt/novell/servicedesk/server/conf/	/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/

\* Customized .css files exist is copied to /vastorage/LiveTime/Style/\*.css  
Note: Pay attention to folder case sensitivity

For more system requirements, see [ZENworks Service Desk System Requirements](#) guide.

## 4.7 Additional Information Resources

To know more about ZENworks Service Desk 8.1.x, refer to the following links:

[ZENworks Service Desk 8.1.x Documentation site](#)

[Micro Focus Support & Training YouTube Channel](#)

For more additional information, see [Additional References](#).

# 5 Additional References

## 5.1 ZENWorks Service Desk Documentation

- ◆ [ZENworks Service Desk 23.3 Documentation site](#)
- ◆ [ZENworks Service Desk 8.3.x Documentation site](#)
- ◆ [ZENworks Service Desk 8.2.x Documentation site](#)

## 5.2 Video References

- ◆ [Why Upgrade to ZSD v23.3](#)
- ◆ [What's New in ZENworks Service Desk 23.3](#)
- ◆ [ZENworks Service Desk 23.3 How to Upgrade](#)
- ◆ [Oauth Token Authentication Configuration](#)
- ◆ [MSModern Authentication Configuration](#)
- ◆ [Micro Focus Support & Training YouTube Channel](#)

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