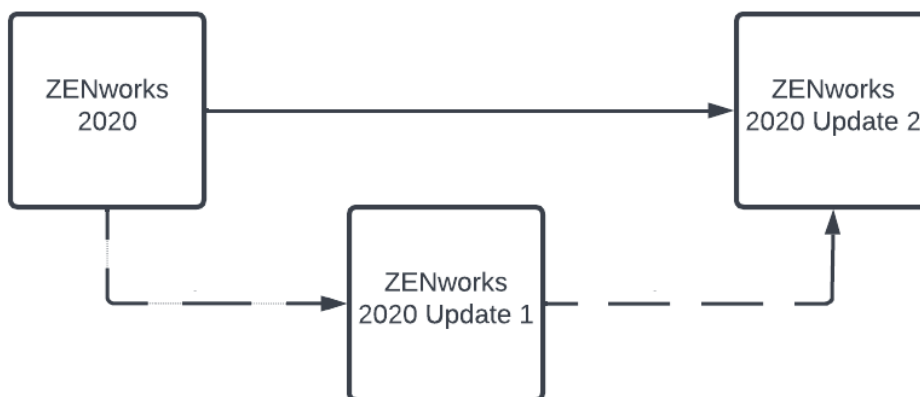


# Upgrading ZENworks 2020 Update x

- ◆ “Upgrade Path Chart” on page 1
- ◆ “Software and Licenses Download (SLD)” on page 2
- ◆ “Requirements Considerations” on page 3
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## Upgrade Path Chart

The following chart represents the upgrade path from a ZENworks 2020 version to the most current ZENworks 2020 Update 2 version.



**2020 to 2020.2:** The upgrade from ZENworks 2020 to ZENworks 2020 Update 2 can be done directly and bypasses ZENworks 2020 Update 1. This upgrade includes your Primary Servers, database, Satellites, and managed devices.

**2020.1 to 2020.2:** The update from version of ZENworks 2020.1 to ZENworks 2020.2 includes your ZENworks Primary Servers, database, and Satellites.

# Software and Licenses Download (SLD)

Log in to the [Micro Focus Customer Portal](#) or [Micro Focus Download](#) site to download the files for upgrade. From the **Downloads** screen, select the **Product**, **Product Name** (entitlement) and **Version** to view the files. Click the **Media Version** column to sort the files.

The screenshot shows the 'Software Downloads' page. At the top, there is a search bar for 'Account Name'. Below it are three dropdown menus for 'Product' (ZENworks Configuration Management), 'Product Name' (ZENworks Configuration Management), and 'Version' (2020.02). A 'Reset' button is located to the right of the version dropdown. Below the filters is a 'Download Selected' button with a '2020.02' filter and a 'Clear' button. To the right is a 'Get Licenses' button. A blue banner contains a disclaimer: 'By downloading the software below, you agree, on behalf of or as the licensee of such software, that you have read and hereby accept that, unless otherwise agreed in writing by Micro Focus, the End User License Agreement and any associated Additional License Authorizations located here, for such software shall apply and supersede different license terms that may be embedded within such software.' Below the banner is a table with columns: Description, Category, Platform, Language, File Type, Media Version, Created Date, and Action. The table lists three files: ZENworks2020\_Update2.iso, ZENworks2020\_Update2\_Appliance-x86\_64.ova, and ZENworks2020\_Update2\_Appliance-x86\_64.zip.001. Each row has a checkbox, a 'More Details' link, and a 'Download' link.

## Downloads

Based on the configuration of ZENworks, select any of the following files and click **Download Selected**.

File Type	File Name
ISO file	ZENworks<version>.iso
Appliance files	<ul style="list-style-type: none"> <li>◆ VMware ESXi: Download the ZENworks&lt;version&gt;_Appliance-x86_64.ova file</li> <li>◆ Microsoft Hyper-V: Download the ZENworks&lt;version&gt;_Appliance-x86_64.vhd.zip file.</li> <li>◆ Xen Server: Download the ZENworks&lt;version&gt;_Appliancex86_64.xen.tar.gz file.</li> <li>◆ Citrix Hypervisor (formerly XenServer): Download the ZENworks&lt;version&gt;_Appliancex86_64.xva.tar.gz file.</li> </ul>
Database migration tool	For ZENworks 2020 and 2020.1: Download the db-migration-tool-20.1.zip file

Perform MD5 checksum on all downloaded files for data integrity.

## ZENworks 2020.x Licensing

Retrieve your ZENworks 2020.x license keys from the [Micro Focus Customer Care Portal](#) to activate the environment during the install or upgrade.

During the upgrade the licensing option allows input of the ZENworks Suite license OR individual component licenses. Refer to documentation about [Suite components when activating ZENworks Licenses and Product License states](#).

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**NOTE:** If not licensed for ZENworks 2020 Suite, then all individual ZENworks component licenses will need to be entered separately during upgrade.

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## Requirements Considerations

One of the primary tasks required to perform a successful ZENworks upgrade is identifying what requirements have changed between your installed ZENworks version and the target current version so that you know what steps you will need to take to account for those changes.

The following sections identify the major ZENworks components whose requirements you need to consider and plan for. Once you know these requirements, the upgrade instructions will help you meet them in the appropriate order.

- ◆ [“Primary Server Operating System” on page 3](#)
- ◆ [“ZENworks Virtual Appliance” on page 6](#)
- ◆ [“Database” on page 7](#)
- ◆ [“Satellites” on page 8](#)
- ◆ [“Managed Devices” on page 8](#)
- ◆ [“User Sources and Certificates” on page 10](#)
- ◆ [“Reporting Server” on page 11](#)

### Primary Server Operating System

The supported operating systems, resources, and hypervisors required to run the ZENworks Primary Server have changed from ZENworks 2020.x versions to the current ZENworks 2020.2 release. You need to ensure that you understand the requirements for both the ZENworks 2020 version and the ZENworks 2020.2 version so that you can correctly determine how to meet them and at which point in the ZENworks upgrade process you will need to implement the required changes.

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**NOTE:** If you are using the ZENworks Virtual Appliance for your Primary Servers, refer to [“ZENworks Virtual Appliance” on page 6](#) for the requirements you need to consider before upgrading.

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For a detailed listing of Primary Server requirements for ZENworks 2020.2, see [Primary Server Requirements](#).

## Operating System

Windows Operating System	Supported in 2020	Supported in 2020.1	Supported in 2020.2
Windows Server 2008	No	No	No
Windows Server 2008 R2	No	No	No
Windows Server 2012	Yes	Yes	Yes
Windows Server 2012 R2	Yes	Yes	Yes
Windows Server 2016	Yes	Yes	Yes
Windows Server 2019	Yes	Yes	Yes

SUSE Operating System	Supported in 2020	Supported in 2020.1	Supported in 2020.2
SLES 11 SP3	No	No	No
SLES 11 SP4	Yes	Yes	No
SLES 12 SP1	No	No	No
SLES 12 SP2	No	No	No
SLES 12 SP3	Yes	Yes	No
SLES 12 SP4	Yes	Yes	Yes
SLES 12 SP5	Yes	Yes	Yes
SLES 15	Yes	Yes	Yes
SLES 15 SP1	Yes	Yes	Yes
SLES 15 SP2	No	No	Yes
SLES 15 SP3	No	No	Yes

If you find that you need to upgrade a Primary Server's operating system, consider the following:

- ◆ In-place upgrades between major operating system versions are not supported. For example, you cannot upgrade from Windows Server 2016 to Windows Server 2019 with the Primary Server on the system as it will most likely result in issues with the Primary Server. Likewise, on SLES, you cannot upgrade from SLES 12 SP5 to SLES 15.
- ◆ If the Primary Server is on SLES, you can perform in-place upgrades of minor operating system versions. For example, you can upgrade from SLES 15 to SLES 15 SP3.
- ◆ Depending on how old your Primary Server operating system is, it might not be supported on ZENworks 2020 -- the first version to which you upgrade on your path to the current version. If this is the case, you will need to upgrade to an operating system supported by both your 2017.x version and the 2020 version. For example, this would be the case if your Primary Server operating system version is Windows Server 2008.

- ◆ If you want to upgrade to an operating system version that is supported in ZENworks 2020.2 but not in ZENworks 2020, you will need to upgrade to a version that is supported in ZENworks 2020.2 and then continue the upgrade.
- ◆ If you are interested in moving to the ZENworks Virtual Appliance for your Primary Servers, once you are on ZENworks 2020 Update 2 you can move a Windows or Linux Primary Server to the Appliance. For information, see [Moving from a Windows or Linux Primary to Appliance](#).

## System Resources

RAM	ZENworks 2020	ZENworks 2020.1	ZENworks 2020.2
Minimum	16 GB	16 GB	16 GB
Recommended	16 GB	16 GB	16 GB
Additional per every 3000 devices	1 GB	1 GB	1 GB

CPU	ZENworks 2020	ZENworks 2020.1	ZENworks 2020.2
Processor	2 Ghz +	2 Ghz +	2 Ghz+
Cores	2 Ghz +	2 Ghz +	Quad+

Disk Space	ZENworks 2020	ZENworks	ZENworks 2020.2
Installation	40 GB	40 GB	2 Ghz+
Every 1000 devices	10 GB	10 GB	10 GB
Temp directory	500 MB	500 MB	500 MB
ZENworks Database per every 1000 devices	10 GB	10 GB	10 GB
ZENworks Audit Database per every 5000 devices	10 GB	10 GB	10 GB

## Virtual Hypervisors

If you are hosting any Primary Servers in a virtual hypervisor, ensure that you can meet the supported hypervisor requirements at each stage of the upgrade.

Hypervisor	Supported in 2020	Supported in 2020.1	Supported in 2020.2
VMware Workstation	No	No	No
VMware ESXi 5.x	No	No	No
VMware ESXi 6.x	Yes	Yes	Yes
VMware ESXi 7.x	No	No	Yes
XEN on SLES 11	Yes (SP4)	Yes (SP4)	Yes (SP4)
XEN on SLES 12	Yes (SP3, SP4, SP5)	Yes (SP3, SP4, SP5)	Yes (SP4, SP5)
XEN on SLES 15	Yes (15, SP1)	Yes (15, SP1)	Yes (15, SP1, SP2)
Microsoft Hyper-V Server	Yes (2012, 2012 R2, 2016, 2019)	Yes (2012, 2012 R2, 2016, 2019)	Yes (2012, 2012 R2, 2016, 2019)
Citrix XenServer/Hypervisor	Yes (7.x, 8.x)	Yes (7.x, 8.x)	Yes (7.x, 8.x)

## ZENworks Virtual Appliance

The following table lists the requirements you need to consider if you are using the ZENworks Virtual Appliance for any Primary Servers. For a detailed listing of ZENworks Virtual Appliance for ZENworks 2020.2, see [Virtual Appliance Requirements](#).

Requirement	2020	2020.1	2020.2
Virtual Appliance Update Required	Yes		Yes
Appliance OS	SLES 12 SP4		SLES 12 SP5
Supported Hypervisors	VMware ESXi 6.x Microsoft Hyper-V Server Windows 2012, 2012 R2, 2016 and 2019 XEN on SLES 12, SLES 15 and the support packs Citrix XenServer 7.x and Citrix Hypervisor 8.x	VMware ESXi 6.x Microsoft Hyper-V Server Windows 2012, 2012 R2, 2016 and 2019 XEN on SLES 12, SLES 15 and the support packs Citrix XenServer 7.x and Citrix Hypervisor 8.x	VMware ESXi 6.x Microsoft Hyper-V Server Windows 2012, 2012 R2, 2016 and 2019 XEN on SLES 12, SLES 15 and the support packs Citrix XenServer 7.x and Citrix Hypervisor 8.x
RAM (Minimum)	16 GB	16 GB	16 GB
Additional RAM per every 3000 devices	1 GB	1 GB	1 GB
Processor	2 Ghz +	2 Ghz+	2 Ghz+
Cores	2 Ghz +	2 Ghz +	Quad+
Disk Space per every 1000 devices	10 GB	10 GB	10 GB
Disk Space - Temp directory	500 MB	500 MB	500 MB

<b>Requirement</b>	<b>2020</b>	<b>2020.1</b>	<b>2020.2</b>
Disk Space - ZENworks Database per every 1000 devices	10 GB	10 GB	10 GB
Disk Space - ZENworks Audit Database per every 5000 devices	10 GB	10 GB	10 GB

## Database

The following tables list the supported database types and versions. For a detailed listing of the database requirements for ZENworks 2020 Update 2, see [Database Requirements](#).

<b>Sybase/PostgreSQL</b>	<b>Supported in 2020</b>	<b>Supported in 2020.1</b>	<b>Supported in 2020.2</b>
Embedded Sybase	No	No	No
Sybase Anywhere 17	No	No	No
Embedded PostgreSQL(max 5000 devices)	Yes	Yes	Yes
External PostgreSQL(max 20000 devices)	Yes (11.x except for 11.2)	Yes (v11.x and 12.x except for v11.2)	Yes (v11.x and 12.x except for v11.2)

<b>MSSQL</b>	<b>Supported in 2020</b>	<b>Supported in 2020.1</b>	<b>Supported in 2020.2</b>
MSSQL 2008 SP3+ including Cluster	No	No	No
MSSQL 2008 R2 including Cluster	No	No	No
MSSQL 2012 SP3+ including Cluster	Yes	Yes	Yes
MSSQL 2014 including Cluster	Yes (SP2 and later)	Yes (SP2 and later)	Yes (SP2 and later)
MSSQL 2016 including Cluster	Yes (2016, SP0, & SP1)	Yes (2016, SP0, & SP1)	Yes (2016, SP0, & SP1)
MSSQL 2017 including Cluster	Yes	Yes	Yes
MSSQL 2019	Yes	Yes	Yes

Oracle	Supported in 2020	Supported in 2020.1	Supported in 2020.2
Oracle 11g R2 (v11.2.0.4)	No	No	No
Oracle 12c R1 (v12.1.0.2)	Yes	Yes	Yes
Oracle 12c R2 (v12.2.0.1)	Yes	Yes	Yes
Oracle 18c R1 including Cluster and RAC	Yes	Yes	Yes
Oracle 19c including Cluster and RAC	Yes	Yes	Yes
Oracle 20c including Cluster and RAC	No	No	Yes

If you are using an external database, you need to upgrade or migrate the external database to the supported latest version before upgrading the Primary Server.

## Satellites

A Satellite must meet the minimum requirements for a managed device. Refer to the [Managed Devices](#) section for those requirements.

In addition, be aware that:

- ◆ For the upgrade (2020 to 2020.2), the Satellite must be running a 2020 version of the ZENworks agent.
- ◆ For the update (2020.1 to 2020.2), the Satellite must be running the 2020.x version of the ZENworks agent.

For a detailed listing of the Satellite requirements for ZENworks 2020 Update 2, see [Satellite Requirements](#).

## Managed Devices

The following sections show the operating systems supported as Windows, Linux, and Mac managed devices. For a detailed listing of managed device requirements, see [Managed Devices](#) section in [System Requirements](#).

### Windows Managed Devices

Windows Servers	Supported in 2020	Supported in 2020.1	Supported in 2020.2
Windows Server 2008 R2 SP1	No	No	No
Windows Server 2012	Yes	Yes	Yes
Windows Server 2012 R2	Yes	Yes	Yes
Windows Server 2016	Yes	Yes	Yes
Windows Server 2019	Yes	Yes	Yes



<b>Windows</b>	<b>Supported in 2020</b>	<b>Supported in 2020.1</b>	<b>Supported in 2020.2</b>
<b>Workstations</b>			
Windows 7 SP1	Yes	Yes	Yes
Windows Embedded 7 SP1	Yes	Yes	Yes
Windows 8	Yes	Yes	Yes
Windows Embedded 8	Yes	Yes	Yes
Windows 8.1 Enterprise and Professional	Yes	Yes	Yes
Windows Embedded 8.1	No	No	Yes
Windows 10	Yes	Yes	Yes
Windows 10 IoT	Yes	Yes	Yes
Windows 2019 Server	No	No	No
Windows Embedded 10	No	No	No
Windows XP SP3	Yes	Yes	Yes

## Linux Managed Devices

<b>SUSE Operating System</b>	<b>Supported in 2020</b>	<b>Supported in 2020.1</b>	<b>Supported in 2020.2</b>
SLES 11 SP3	No	No	No
SLES 11 SP4	Yes	Yes	No
SLES 12 SP1	No	No	No
SLES 12 SP2	No	No	No
SLES 12 SP3	No	Yes	No
SLES 12 SP4	Yes	Yes	Yes
SLES 12 SP5	Yes	Yes	Yes
SLES 15	Yes	Yes	Yes
SLES 15 SP1	Yes	Yes	Yes
SLES 15 SP2	No	No	Yes
SLES 15 SP3	No	No	Yes

## Mac Managed Devices

Macintosh Operating System	Supported in 2020	Supported in 2020.1	Supported in 2020.2
Macintosh 10.8.3 (Mountain Lion)	Yes	Yes	Yes
Macintosh 10.9.x (Mavericks)	Yes	Yes	Yes
Macintosh 10.10.x (Yosemite)	Yes	Yes	Yes
Macintosh 10.11.x (El Capitan)	Yes	Yes	Yes
Macintosh 10.12.x (Sierra)	Yes	Yes	Yes
Macintosh 10.13.x (High Sierra)	Yes	Yes	Yes
Macintosh 10.14.x (Mojave)	No	Yes	Yes
Macintosh 10.15.x (Catalina)	No	Yes	Yes
Macintosh 11.x (Big Sur)	No	No	Yes
Macintosh 12.x (Monterey)	No	No	Yes

## User Sources and Certificates

In general, you should not encounter any requirements issues related to user sources and certificates as you move through the upgrade. The following table summarizes key requirements. For a detailed listing of user source requirements, see [LDAP Directory Requirements](#).

Requirement	ZENworks 2020	ZENworks 2020.1	ZENworks 2020.2
LDAP Version	LDAP v3	LDAP v3	LDAP v3
LDAP Authentication	Simple Bind	Simple Bind	Simple Bind
eDirectory User Source	v8.7.3, 8.8, 9.0	v8.7.3, 8.8, 9.0	v8.7.3, 8.8, 9.0
Microsoft ActiveDirectory User Source	Shipped with Win2000SP4 or later	Shipped with Win2000SP4 or later	Shipped with Win2000SP4 or later
Domain Services for Windows User Source	Yes	Yes	Yes
CA Certificate	SHA1 digest 1-10 yrs	SHA1 digest 1-10 yrs	SHA1 digest 1-10 yrs
Primary Server Certificates	SHA1 digest 1-10 yrs	SHA1 digest 1-10 yrs	SHA1 digest 1-10 yrs
MDM Server Certificates	SHA-2 Signature 1-2 yrs	SHA-2 Signature 1-2 yrs	SHA-2 Signature 1-2 yrs

## Reporting Server

The following table shows the Reporting Server versions provided in each release and the ZENworks versions supported by each Reporting Server.

Reporting Server	ZENworks 2020	ZENworks 2020.1	ZENworks 2020.2
Version	v7.2	v7.2	v7.8
Backward Compatibility	2017.x	2017.x	2020.x, 2017.x

## Upgrade from ZENworks 2020 to ZENworks 2020 Update 2

To upgrade ZENworks 2020 to ZENworks 2020 Update 2, complete the following tasks:

- Make sure you have downloaded the ZENworks 2020 software and licenses you will need. For instructions, refer to [“Software and Licenses Download \(SLD\)” on page 2](#).
- Perform any hardware, operating system, database, or software upgrades that are required before this step of the ZENworks upgrade. Refer to [“Requirements Considerations” on page 3](#) to help make this determination and [Understanding the Upgrade Order](#) for additional instructions.
- Upgrade your Primary Servers. For instructions, see [Upgrading the Primary Servers to ZENworks 2020](#).  
Or
- If you are using the ZENworks Virtual Appliance, migrate the appliances. For instructions, see [Appliance Migration](#).
- Upgrade your Satellites. For instructions, see [Updating Satellites and Managed Devices to ZENworks 2020](#).

## Upgrade from ZENworks 2020 Update 1 to ZENworks 2020 Update 2

To upgrade ZENworks 2020 Update 1 to ZENworks 2020 Update 2, complete the following tasks:

- Make sure you have downloaded the ZENworks 2020 Update 2 software you will need. For instructions, refer to [“Software and Licenses Download \(SLD\)” on page 2](#).
- Perform any hardware, operating system, database, or software upgrades that are required before this step of the ZENworks upgrade. Refer to [“Requirements Considerations” on page 3](#) to help make this determination and [Understanding the Upgrade Order](#) for additional instructions.
- Upgrade your Primary Servers. For instructions, see [Upgrading or Migrating the Primary Servers](#) and [Upgrading Linux and Windows Primary Servers to ZENworks 2020 Update 2](#).  
or
- If you are using the ZENworks Virtual Appliance, migrate our appliances. For instructions, see [Appliance Migration](#).
- Upgrade your Satellites. For instructions, see [Updating Satellites and Managed Devices to ZENworks 2020 Update 2](#).
- Upgrade your managed devices. For instructions, see [Updating Satellites and Managed Devices to ZENworks 2020 Update 2](#).

# Additional Information

## ZENworks Documentation References

- ◆ [ZENworks 2020 Update 2 Documentation](#)
- ◆ [ZENworks 2020 Update 1 Documentation](#)
- ◆ [ZENworks 2020 Documentation](#)
- ◆ [Micro Focus Knowledge Base](#)

## ZENworks Video References

- ◆ [Micro Focus Technical Webinars](#)
- ◆ [Micro Focus ZENworks Highlights Series](#)
- ◆ [ZENworks Appliance Administration Console Tour](#)
- ◆ [ZENworks DB Migration Options - Details and Logging](#)
- ◆ [ZENworks DB Migration Tool - Demo Migrating 2017 \(or ZENworks 2020\) external MSSQL \(or Oracle\) to internal PostgreSQL using the DB Migration Tool](#)
- ◆ [More Video References in the ZENworks 2020 Documentation](#)

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