

ZENworks Readme

The information in this Readme pertains to the ZENworks 24.4 release.

- ♦ [“Updating to ZENworks 24.4” on page 1](#)
- ♦ [“Downloading and Deploying ZENworks 24.4” on page 3](#)
- ♦ [“Known Issues” on page 4](#)
- ♦ [“What’s New” on page 5](#)
- ♦ [“Fixed Issues” on page 5](#)
- ♦ [“Additional Documentation” on page 5](#)
- ♦ [“Legal Notice” on page 5](#)

Updating to ZENworks 24.4

The current release does not support fresh installation. To update to ZENworks 24.4, ensure that your zone is in ZENworks 23.4 or 24.2, and then update the zone to ZENworks 24.4.

IMPORTANT:

After upgrading to ZENworks 23.4 or later, Remote Management and Imaging will not work

The SHA-1 certificate is NOT supported from ZENworks 23.4 onwards and will break Remote Management and Imaging.

Reminting with SHA-1 certificates will not work anymore. From ZENworks 23.4 onwards, the CA as well as the Primary Server certificates must be SHA-2 certificate, so it is advised to migrate it to SHA-2 certificate. For more information, see [Reminting Server Certificates](#).

Use the following guidelines to plan for the deployment of ZENworks 24.4 in your Management Zone:

- ♦ You must first update the Primary Servers, then update the Satellites, and finally update the Managed Devices. Do not update the managed devices and Satellites (or add new 24.4 managed devices in the zone) until all Primary Servers in the zone have been updated to ZENworks 24.4.

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 24.4.
- ◆ In ZENworks 24.2, ensure you apply the [ZCM_24.2.0_FTF_Server_186.zip](#) patch before checking for updates. If this patch is not applied, the ZENworks 24.4 update will not be displayed in the **Available System Updates** panel. For more information, see the [Known Issues](#) list.
- ◆ You can directly deploy version ZENworks 24.4 to the following devices:

Device Type	Operating System	Minimum ZENworks Version
Primary Servers	Linux	ZENworks 23.4 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 24.4 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
Linux/Appliance: /opt/microfocus/zenworks/install/downloads	To maintain agent packages.	17 GB
Linux/Appliance: /var/opt/microfocus/zenworks/content-repo	To import the zip file to the content system.	17 GB
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.	17 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 24.4

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 24.4](#) 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 24.4” on page 1](#) before you download and deploy the ZENworks update.

To upgrade your zone to ZENworks 24.4, you need to upgrade all your Primary Servers to ZENworks 23.4 first and then upgrade to ZENworks 24.4. No need to update Managed Devices or Satellite Servers to ZENworks 23.4. After upgrading your Primary Servers to ZENworks 24.4, 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.

Known Issues

This section contains information about issues that might occur while you work with ZENworks 23.4:

- ◆ [“Agent Deployment Policy Fails on Windows MDM Enrolled Devices”](#) on page 4
- ◆ [“Unable to Prepare System Update on a new Primary Server that is added to an Existing ZENworks 24.4 Zone”](#) on page 4
- ◆ [“An error message was displayed when booting from bootcd or USB”](#) on page 4
- ◆ [“Unable to retrieve updates when checking for updates in ZENworks 24.2”](#) on page 4
- ◆ [“An error message was displayed after devices are deleted in a zone”](#) on page 5

Agent Deployment Policy Fails on Windows MDM Enrolled Devices

The Agent Deployment Policy will not be effective on Windows devices that are enrolled through MDM, and the following exception is recorded in the service logs:

Exception while generating the file hash for file path: /opt/microfocus/zenworks/install/downloads/agentdeployer/novell-zenworks-agentDeployer.msi

Workaround: To resolve the issue, please contact OpenText Customer Support.

Unable to Prepare System Update on a new Primary Server that is added to an Existing ZENworks 24.4 Zone

On a newly added Linux or Appliance Primary Server running ZENworks 23.4, the ZENworks 24.4 system update fails at the prepare stage, with the following error logged in the prepare-update.log file:

mkdir: cannot create directory '/var/tmp/zen/loader': Permission denied

Workaround:

Restart the ZENloader service on the server by running the following command:

```
systemctl restart microfocus-zenloader.service
```

An error message was displayed when booting from bootcd or USB

After an Imaging update, an Invalid Parameter error might be displayed in some of the Dell devices when booting from the bootcd or USB; however, the device boots successfully.

Workaround: This issue has no functionality impact and can be ignored.

Unable to retrieve updates when checking for updates in ZENworks 24.2

In the ZENworks 24.2 zone, on the System Update page of the ZENworks Control Center, running **Check for Updates** in the **Available System Updates** panel does not show the ZENworks 24.4 update.

Workaround: Apply the [ZCM_24.2.0_FTF_Server_186.zip](#) or higher ZENworks Server patch, and then check for updates again.

For more details, see the [Server Patches](#) section in the [ZENworks 24.2 Patch Updates](#) document.

An error message was displayed after devices are deleted in a zone

The constraint violation exception error is displayed when processing the Antimalware database after a set of devices is deleted in a zone.

Workaround: This issue has no functionality impact and can be ignored if the error is displayed occasionally.

What's New

For information on the new features in ZENworks 24.4, see [ZENworks What's New Reference](#).

Fixed Issues

For information on issues that are fixed in ZENworks 24.4, see [Version information and list of fixes](#).

Additional Documentation

This README lists the issues specific to ZENworks 24.4. For all other ZENworks related documentation, see the [ZENworks documentation site](#).

Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see <https://www.microfocus.com/en-us/legal>.

© Copyright 2008 - 2024 Open Text

The only warranties for products and services of Open Text and its affiliates and licensors ("Open Text") are as may be set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Open Text shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.