

ZENworks - Do I Install, Upgrade, or Update?

Understand Whether the Release Qualifies for Installation, Upgrade, Or System Update

Please refer to the following sections to understand which process is appropriate for your current ZENworks environment:

- ◆ **New Installation:**

If ZENworks is not installed, you need to perform a new installation. With the new installation process, you install one or more ZENworks Primary Servers and deploy the ZENworks Agent to the devices you want to manage.

ZENworks 24.4 does not support fresh installation. However, you can use ZENworks 23.4 for new installation.

Primary Server installation and ZENworks Agent deployment instructions are provided in the [New Installation](#) section of the [documentation site](#).

- ◆ **System Update:**

System update applies to the ZENworks 23.4, ZENworks 23.3 and ZENworks 2020 Update 3 versions only. You can update the Primary Server from ZENworks 24.2 to ZENworks 24.4.

You can update the Satellite Servers and Managed Devices directly from ZENworks 2017 Update 2 and later versions to ZENworks 24.4.

To upgrade your zone to ZENworks 24.4, you need to upgrade all your Primary Servers to ZENworks 24.2 first and then upgrade to ZENworks 24.4. No need to update Managed Devices or Satellite Servers to ZENworks 24.2. After upgrading your Primary Servers to ZENworks 24.4, you can directly deploy the update to all the Managed Devices and Satellite Servers.

IMPORTANT: ZENworks no longer supports Windows Server as a Primary Server from version 24.4 onwards. For more information, see [End of Support for Windows Primary Server](#).

System update instructions are provided in the [System Update](#) section of the [documentation site](#).

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