Centurion Technologies

Centurion Technologies Automatic Updates

Technical Support Available
Monday to Friday hours: 8:00 AM until 9:00 PM EST/EDT
1-844-569-6599 Option 2   support@centuriontech.com

Centurion Technologies Automatic Updates

Centurion Technologies has identified the underlying need for automatic updates to our software. Until now, Smart Control and the Smart Series of products had to be manually updated with an update file. While this process is as simple as possible, requiring just a single click, it was tedious to manually update each machine.

By incorporating the new automatic updating functionality in the 2.1.7 release of the Smart Control and Smart Series software, the need for manual updates is nonexistent. Once this update is installed, the software will intelligently ask the Centurion Update Server if there are any updates available. If updates are available, they can be installed via several different processes. Each option is outlined below in detail.

The availability of the automatic update functionality depends on customers' paid maintenance contract with Centurion Technologies. If your contract has expired, you will be notified when a new version is available, but will not be able to download it. If you feel you receive this message in error, please call Technical Support and they can validate the standing of your account.
Smart Series Client Updater

We will assume that if you are reading this section, you have standalone Smart Series clients and would like to understand how they will update themselves. Screenshots of Smart Shield will accompany our instructions. If you have a different Smart Series product, the functionality will be the same, but the screen will look slightly different. If you have any questions, please contact Technical Support for assistance.

The image below shows the interface with the new "Product Updates" functionality. To find this tab, click on the "Miscellaneous" button and then select the "Product Updates" tab. All of the changes to this functionality can be made while protected or unprotected.
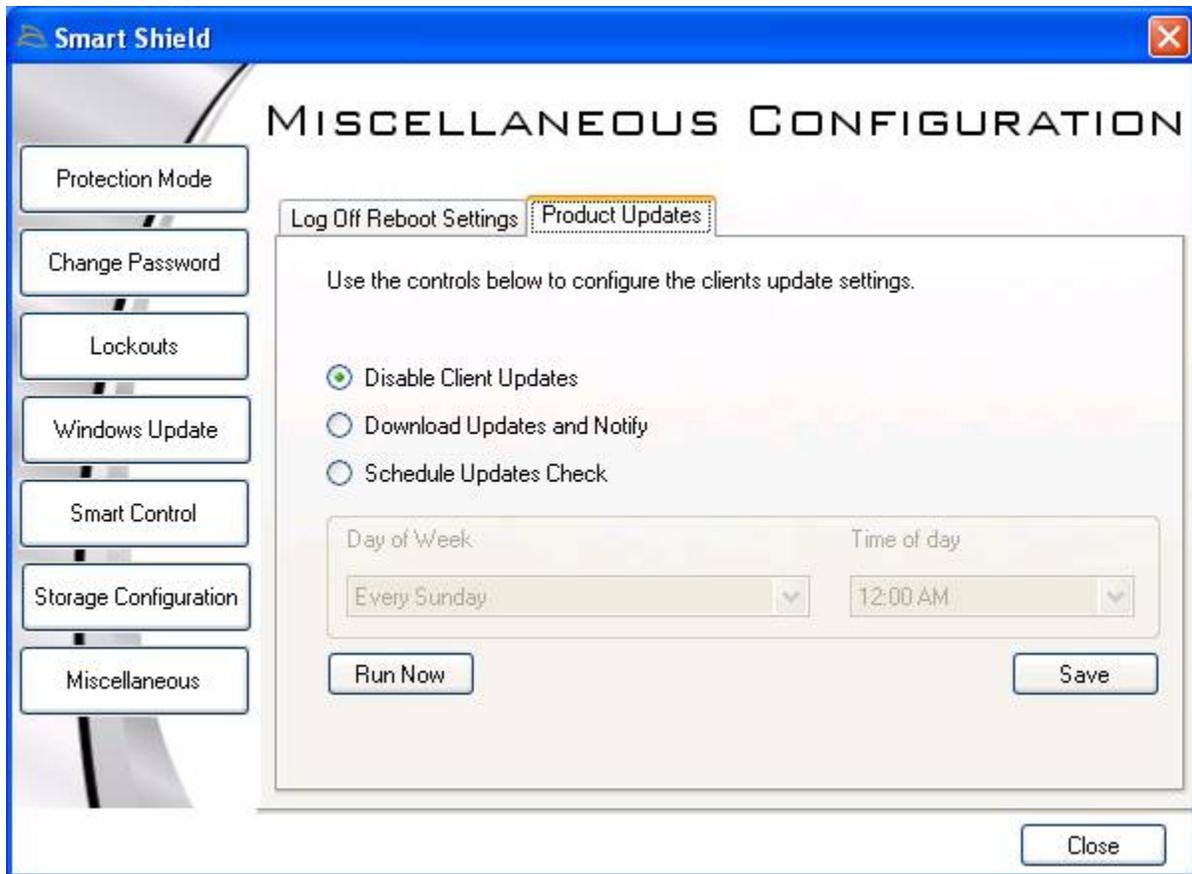
There are three distinct options for updating a standalone Smart Shield client.

Disable Client Updates
Download Updates and Notify
Schedule Updates Check

Disable Client Updates

This option prevents Smart Shield from automatically searching for updates. It was designed for users that like our software exactly the way it is and do not want any updates. It is also a great choice for users that are behind a proxy or in an environment where they do not have access to the Internet.

Disable Client Updates

This option allows Smart Shield to download the newest update and notify the user that an update is ready to be installed. When an update is available, a

balloon notification will display in the system tray. The first notification is that Smart Shield is searching for the update.

Download Updates and Notify

This option allows Smart Shield to download the newest update and notify the user that an update is ready to be installed. When an update is available, a balloon notification will display in the system tray. The first notification is that Smart Shield is searching for the update.
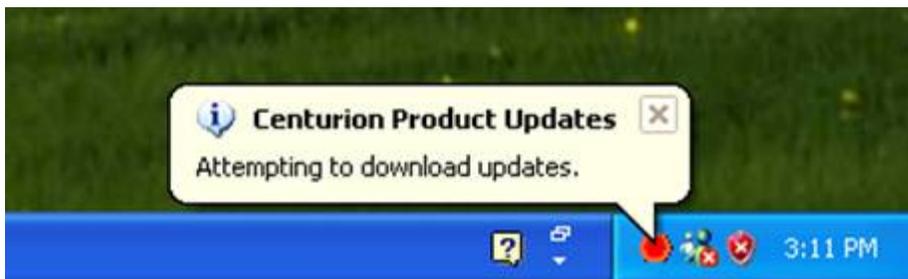
Once the update has been downloaded, a notification will display in the system tray that the file is available for installation.
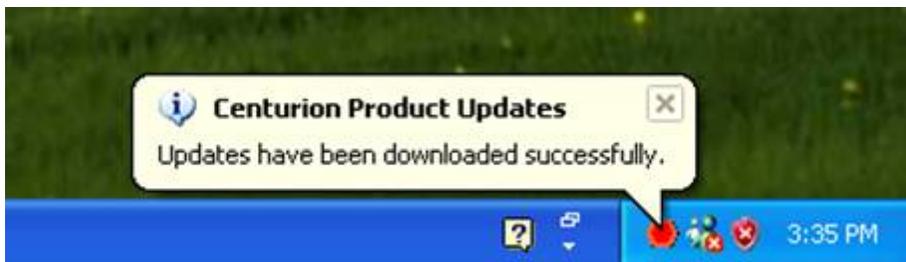
To install the update, first unprotect the computer. Once you are unprotected, navigate to the "Product Updates" tab under "Miscellaneous Configuration" and click "Run Now".
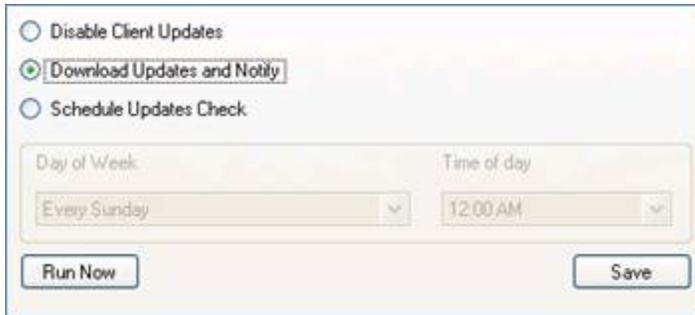
Schedule Updates Check

Use this functionality for standalone clients to schedule product update checks. When the specified day and time arrives per the schedule set, the following steps will occur:

- The keyboard and mouse will be blocked

- Protection will be disabled, if it was enabled

  o The computer will reboot

- Product updates will run

  o If an update is run, the machine will reboot

- If the machine was protected before updates, it will enable protection

  o The computer will reboot

- If keyboard and mouse were not blocked before this started, they will be unblocked

During the scheduled update process, your computer screen should look like the screen below, if it automatically logs into Windows:

The administrator has locked the keyboard and mouse on this computer. Please wait until this process is finished.

If your machine does not log into Windows automatically and requires a password, you will see the login screen, but your keyboard and mouse input will be disabled. This protects your machine while applying updates.

Smart Control Resource Manager Updater

The Smart Control Resource Manager (SCRM) controls all clients assigned to it. It maintains the clients, as well as itself. SCRM has the ability to update clients, along with a self-update mechanism, built into the program. This section discusses all of the update features held within the SCRM, which will be separated into the self-updater and the client updater functions.

Self Updater

Since SCRM has an update feature built into the program, it will periodically monitor the Internet for updates. When an update is available, a notification will be displayed to the user. However, if an administrator wants to check for updates before the periodic check happens, they just need to click on the "Check for Updates" button, as shown in the image below:

The update window looks like the screen below:
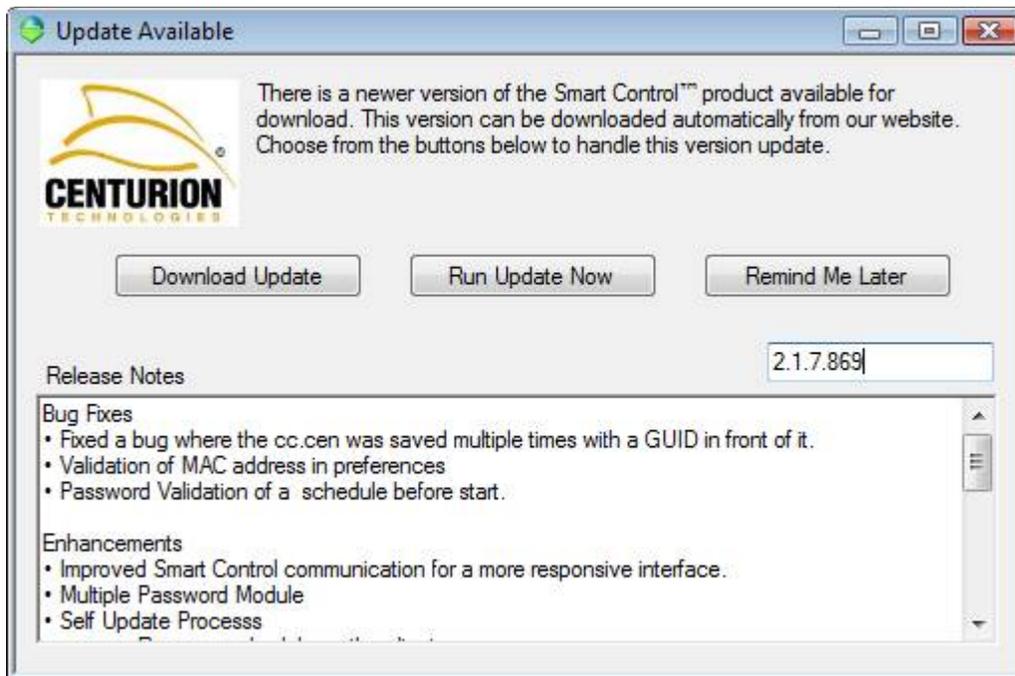
Release notes are provided for the update so you can better understand what has changed with the SCRM and Smart Series client. There are now three choices for the update:

Download Update

Run Update Now
Remind Me Later

Download Update – This choice acquires the update from our server. You will find download the updates for both 32 and 64 bit installs.

Run Update Now – This selection applies the current update to the SCRM. If the files are not downloaded yet, a warning will be given that files must be downloaded before they can be run. If the files are downloaded, then run and install. After the install, the server will restart, so this option is recommended only within a maintenance window.

Remind Me Later – This option delays further notification of updates for two weeks.

If your SCRM is unable to connect to the Internet, you will have to manually run updates. This requires going to the Centurion website: http://www.centuriontech.com/support. From there, you will have to log in to your account and download the updater. It is recommended that you download the 32 and 64 bit versions of the updater (they will be used by the next section of the documentation). Run the correct version of the updater during a maintenance window.

Client Updating

SCRM now has the capacity to update the clients Smart Series software remotely. In order to update clients to the latest version, SCRM should first be updated to the latest version. This ensures that the controller is ready for any new information the clients provide. It also ensures that the update files are downloaded and ready to send to client machines. In the event that your SCRM cannot access the Internet, it is possible to import updates into the SCRM so they may be applied to Smart Series clients. To access this functionality, use the File menu "File" -> "Import Update File" menu options.

Each file must be imported separately. The update files must be named correctly. There are three parts to the file name; update, build number, and architecture. In the example above, the parts are

| update	build number	architecture
update	2.1.7.869	_x86
update	2.1.7.869	_x64

Once you have downloaded or imported the update files, you are ready to commence updating client machines.

Applying updates to Clients

Client machines are set by default to download their updates from the Internet. While this is a safe method, it is not the fastest update method. Smart Series clients can also be configured to get their updates from SCRM. This allows fast transfer speeds provided by your company's existing network infrastructure. Changing clients to get their updates from SCRM will also conserve limited Internet bandwidth. To make this change, select the clients and use the right click menu "Update Management" –> "Update Via Smart Control" setting.
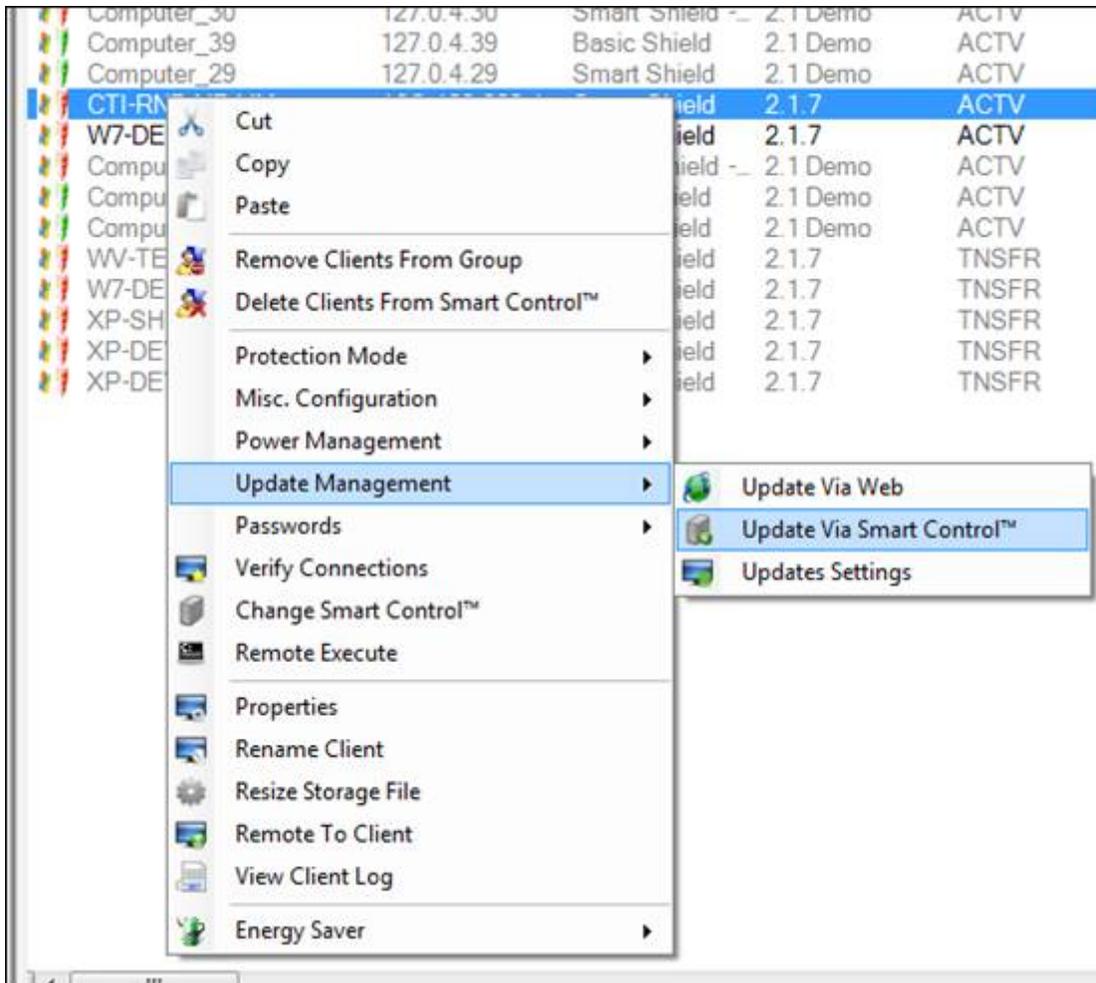
Once the update location is set, it is time to apply updates to clients. The settings are the same as the client functionality. Please refer to the standalone client documentation for a description of the methods available.
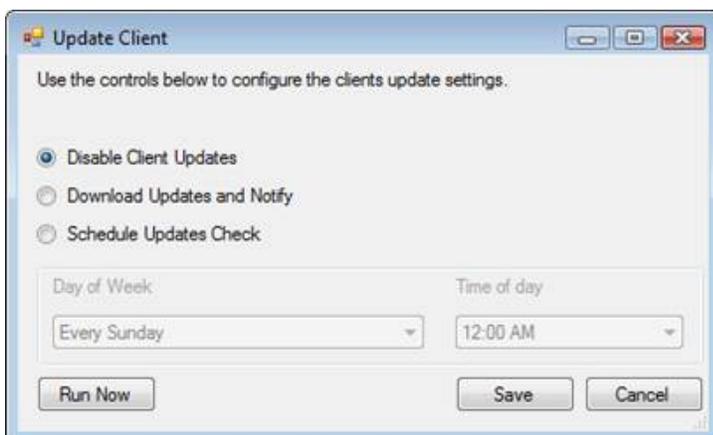
The final method for updating Smart Series clients is through the scheduling functionality. There is a new schedule action "Update Client Software", which will run the client update functionality on a client machine during a schedule interval. You will need to make sure the machine is unprotected and we always recommend blocking the keyboard and mouse when a machine is unprotected in a schedule. Below is a sample schedule put together to run product updates once a month: