

How to upgrade DESlock+ (managed)

Anish | ESET Nederland - 2018-03-07 - Reacties (0) - ESET Endpoint Encryption

This article refers to upgrading DESlock+ which is managed by the Enterprise Server, for unmanaged (standalone) clients please refer to [KB209: How to upgrade DESlock+ Standalone](#)

To upgrade the Clients:

There are three ways to upgrade client software managed by the Enterprise Server.

1) Download the new version and run the install.

The first and most basic method, is simply to download the new install from the Enterprise Server, copy this to the client machine, and perform the update. the install is an MSI can be deployed manually or via GPO or any software distribution method. For more info see: <http://support.deslock.com/kb217>

2) Set the Auto Update Check Mode policy in the Enterprise Server.

This is set in the Workstation policy team. You can choose to disable auto-update, set it to auto update to the latest version, or update to a specific version.



If you choose to update to a specific version, or if you wish to change the update version at a later date, you will see the following dialog.



This list comes from the DESlock+ updater server, and is independant of any versions you update uploaded to the Enterprise Server.

When the policy is set, the client will check if the version specified (or a more recent version than they have currently) is available in their current language. If it is, it will download and offer the user to install this version.

When the User (managed client) receives the command, they will see the following instructions:



The User may 'Install Now' or 'Postpone' for '10 minutes', '2 hours' or '4 hours'.



Once the User has chosen to upgrade, the Client machine will re-start.

3) Perform a remote update from the Enterprise Server push install mechanism.

If the target machine is in the network, and the Enterprise Server can see the machine, you can remotely push the client MSI to the machine. This also allows remote updates.

To initiate an update you should rescan the network. Ensure that the "Exclude machines that already appear in the Organisation" is unchecked. The default behaviour is to hide machines from this list that already appear in the Organisation, and thus which must already have DESlock+ installed.



Once the machine has been located, it should be shown with a shield icon. Select it and you will be offered the option to remotely uninstall or install the software.



To upgrade, choose to push the install. The process is exactly the same as a normal push install, see: [KB109 - How do I send a push install of DESlock+?](#)

notes

managed uninstall mode:

If your client machines were installed with the **managed uninstall mode** or **optional password** this feature must be enabled when upgrading your current client version. Please see our article below for reference:

[KB319 - What is the Managed Uninstall Option?](#)

version requirements:

The ability to remote uninstall and upgrade was added in Enterprise Server v2.5.5.