[V8] FAQ: How to force another Auto Update on AhsayOBM / ACB version 8 clients?

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[V8] FAQ: How to force another Auto Update on AhsayOBM / ACB version 8 clients? [#8035]

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Product Version:
Ahsay software: 8.1 to 8.x
OS: All platforms

Description

This document contains instruction on how to force another Auto Update on backup client agents when AhsayCBS remains the same version. For example, modification was made to the client application, you need to ensure that the new updates are dispatched to the client software via Auto Update Agent (AUA) without user interaction.

Example:
You currently run the same AhsayCBS version (example AhsayCBS version 8.3.2.11) but have rebuilt your AhsayOBM / ACB version 8.3.2.11 clients due to branding changes, and want to push the latest changes automatically to all your customers.

Requirements:

- The Auto Update function has already been enabled on AhsayCBS.
- The AhsayOBM / ACB user account is selected for Auto Update on AhsayCBS.
- The AhsayOBM / ACB client machine must be powered on.
- The AhsayOBM / ACB client machine must be connected to the internet.
- The AhsayOBM / ACB scheduler services on the client machine must be running.
- The AhsayOBM / ACB application GUI on the client machine must be closed.
- The **home.txt** file on AhsayOBM / ACB client machine contains the correct path of the **.obm** or **.acb** folder.
- AhsayOBM on Linux/FreeBSD the **RunConfigurator.sh** script must closed.
- Antivirus or firewall must allow the updated application binary files to complete the download onto the AhsayOBM/ACB machine.

    Limitations:
- Auto Update is not supported for AhsayOBM installed on either Synology or QNAP NAS devices.

Steps

To force another update after you've made changes to the AhsayOBM/AhsayACB client installer:

1. Create a copy of %CBS_HOME%\download\liveUpdate\index.xml as backup.

2. Edit the %CBS_HOME%\download\liveUpdate\index.xml file with a text editor (e.g. Notepad++).

3. Search for the line: <AutoUpdate product="acb" and modify "version=" to increment by one revision version.

   Example:
   For example, if current AhsayCBS is version 8.1.0.50, search for:

   <AutoUpdate product="acb" version="8.1.0.50" compatible="8.1.0.50" host="" edition name="%ACB_FULL_NAME_SYSTEM%">

   Change version="8.1.0.50" to increment by one revision minor version (e.g. from "8.1.0.50" to "8.1.0.51"):

   <AutoUpdate product="acb" version="8.1.0.51" compatible="8.x.x.x" host="" edition name="%ACB_FULL_NAME_SYSTEM%">

   Important:
   It is not recommended to rebuild the client and increment this version variable too many times, as then your new customized "version" may be greater than the next Ahsay official release, which may cause future AUA problems.

   Also, note that a sub-revision version, such as "8.1.0.50.1" is not valid.

4. Next, search for the line: <AutoUpdate product="obm" and modify "version=" to increment by one revision version.

   Example:
   For example, if current AhsayCBS is version 8.1.0.50, search for:

   <AutoUpdate product="obm" version="8.1.0.50" compatible="8.x.x.x" host="" edition-name="%OBM_FULL_NAME_SYSTEM%">

   Change version="8.1.0.50" to increment by one revision minor version (e.g. from "8.1.0.50" to "8.1.0.51"):

   <AutoUpdate product="obm" version="8.1.0.51" compatible="8.x.x.x" host="" edition name="%OBM_FULL_NAME_SYSTEM%">

   Important:
   It is not recommended to rebuild the client and increment this version variable too many times, as then your new customized "version" may be greater than the next Ahsay official release,

which may cause future AUA problems.

Also, note that a sub-revision version, such as "8.1.0.50.1" is not valid.

5. Save the changes.

6. Enable AUA for all users, or the users that you would like to update.

7. Inform client to close their backup client user interface. The AUA cannot upgrade the client if the application user interface is opened.

8. Within the next 720-minutes, the client's AUA service will automatically check if the "index.xml" version number is greater than the installed version. If yes, auto update will be performed.

   The client version after the update will remain as the true client version, and not of the "version=" value.

Keywords

force, AUA, auto upgrade

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