

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

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Product Version:

AhsayACB / AhsayOBM: 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.

Example:

For example, your AhsayCBS currently runs on version 8.5.4.86, you have made some modification (e.g. branding changes) to the client application (version 8.5.4.86), and want to push the latest changes automatically to all your client software via Auto Update (AUA) without user interaction.

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 to the AhsayOBM / ACB clients:

1. Create a copy of %CBS_HOME%\download\liveUpdate\index.xml for backup purposes.
2. Edit the "index.xml" file with a text editor.

3. For AhsayACB users, search for: `<AutoUpdate product="acb" version="` and modify `version="` then increment the `version` variable by one revision version. You may need to repeat the search and replace if the version you are modifying occurs more than once.

For example:

Assuming AhsayCBS is on 8.5.4.86, search for:

```
<AutoUpdate product="acb" version="8.5.4.86" compatible="8.x.x.x" host="" edition
name="%ACB_FULL_NAME_SYSTEM%">
```

Increment the `version` variable `8.5.4.86` by one revision version to `8.5.4.87`:

```
<AutoUpdate product="acb" version="8.5.4.87" compatible="8.x.x.x" host="" edition
name="%ACB_FULL_NAME_SYSTEM%">
```

Important:

It is not recommend to repeatedly rebuild client and increment the version variable (e.g. continuously creating your own version), as the new `version number` that you have created may then be larger than the next official AhsayCBS release, which can cause future AUA upgrade problem.

Also, a sub-revision version, such as `8.5.4.86.1` is invalid.

4. For AhsayOBM users, search for: `<AutoUpdate product="obm" version="` and modify `version="` then increment the `version` variable by one revision version. You may need to repeat the search and replace if the version you are modifying occurs more than once.

For example:

Assuming AhsayCBS is on 8.5.4.86, search for:

```
<AutoUpdate product="obm" version="8.5.4.86" compatible="8.x.x.x" host="" edition
name="%OBM_FULL_NAME_SYSTEM%">
```

Increment the `version` variable `8.5.4.86` by one revision version to `8.5.4.87`:

```
<AutoUpdate product="obm" version="8.5.4.87" compatible="8.x.x.x" host="" edition
name="%OBM_FULL_NAME_SYSTEM%">
```

Important:

It is not recommended to repeatedly rebuild the client and increment the version variable (e.g. continuously creating your own version), as the new `version number` that you have created may then be larger than the next official AhsayCBS release, which can cause future AUA upgrade problem.

Also, a sub-revision version, such as `8.5.4.86.1` is invalid.

5. Save the changes to the `index.xml` file.

6. Enable AUA for all backup users, or the individual user(s) that you would like to enable the auto update for (refer to the Auto Update section in the [AhsayCBS Administrator's Guide](#) for details).
7. Inform backup users to close their 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, the client will perform an auto update.

Note:

Note that the client version after an update will remain as the true client version (e.g. the official Ahsay release version), and not of the new "version" value.

Keywords

force, aua, autoupdate, update, upgrade, autoupgrade, autoupdateagent, autoupgradeagent

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