

Update process for Smart Shield® and Smart Control

This document will help walk you through updating the Smart Shield and Smart Control machines that you have on your network. We have separate updaters for 64 and 32 bit operating systems, and you should ensure to download the appropriate one for your clients, and servers. If you run in a mixed environment we recommend that you create two update scripts that are detailed below, one for the 32 bit clients, and one for 64 bit clients.

We have developed an ‘updater installer’ that will assist in the upgrade process. It is a simple executable available on our downloads page at <http://www.centuriontech.com/support/> that when run, will update our products to the latest version and then immediately reboot the machine. The simplest method to update your systems to our latest version is to disable protection on all of your client machines and then run the ctupdaterXXX.exe on all workstations and on the Smart Control. As soon as the updater is run it will start the update process and then reboot your computer in approximately 10-60 seconds. This reboot cannot be postponed for Smart Shield so make sure that you are not in the middle of anything and that all applications are closed before you run the updater. Once all computers on your network have been updated you then will be running the latest version of Smart Shield and Smart Control.

There is an alternate method if you are running a network with a large amount of Smart Shield machines and updating each machine individually is not a feasible option. You can use the Remote Execute feature of the SCRM to update your client machines. For this process you will want to update the SCRM first by running the appropriate updater on the SCRM machine. Next you will need to put the updater file on a network share that all Smart Shield machines can access, and then create a simple script that will copy the updater executable off of the network onto a local directory and then run it. Follow the steps below which will help you create a remote execute script. Note, the XXX in the updater stands for the latest release of the product.

1. Create a new notepad document and copy the lines of text below into it

```
If NOT EXIST "C:\CTUpdate" (  
mkdir "C:\CTUpdate"  
)  
net use R: "\\filesrv\Shared" /user:domain\username "password"  
copy "R:\ctupdaterXXX.exe" "C:\CTUpdate\  
net use R: /delete  
cd "C:\CTUpdate\  
ctupdaterXXX.exe
```

2. Edit the above text with the proper credentials and network path for your environment
3. Save the script with a filename of “ctupdaterXXX.bat” This will make the file executable through our remote execute feature.

4. Run the run the batch file locally on one Smart Shield machine as an administrator to make certain that all of the parameters are correct, if all is correct then the machine will reboot shortly after running the script. If it completes in your test scenario then run it on your Smart Shield machines using remote execute one lab at a time. This task cannot be scheduled using our scheduler, it must be run manually.

Following the steps above should help you make the upgrade process as seamless as possible, but if you have any questions or run into problems please do not hesitate to contact technical support by email at support@centuriontech.com or by phone at 1-888-265-6055