Client Auto-Update User Interface Guide

As a valued customer of our online monitoring software we understand how important it is for you to be able to manage your own client version updates. This document is to provide you with step-by-step instructions to manage your own client version updates.

Please be aware that if you are required to update your clients from version 6 to version 7, then the following pre-requisite redistributables must be installed in advance:

- 32 bit machines must have 2017 C++ x86 redistributable.
- 64 bit machines must have 2017 C++ x86 and x64 redistributable.

These redistributables are available from the Microsoft websites as executable files (.exe). Alternatively, we can provide you with an MSI to install the executable files (.exe), simply request by raising a support ticket with our customer support team:
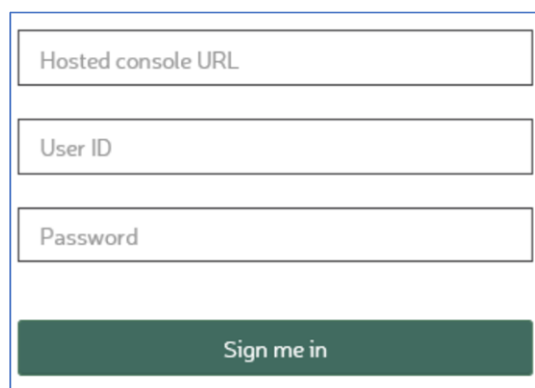
Client Auto-Update User Interface

1. Please use the following link to direct you to the auto-update user interface:

http://client-autoupdate.fdfhost.org/customerLogin.php

2. Complete the login fields with the credentials provided to you (as per the login credentials used to login to the monitoring console). Select the *Sign me in* button.
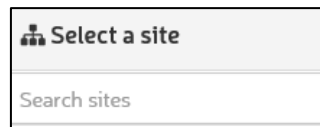
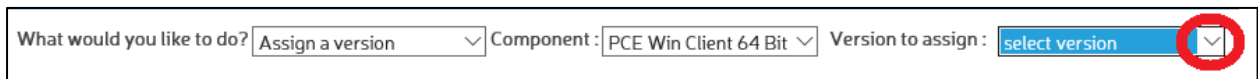*Please note that to complete a client update the user permissions must be level 'Site Admin' or 'Technician'.*

- **Hosted console URL**: refers to the URL used to access the management console. Example: *myserverurl.fdfhost.org* or *myserverurl.futurescoud.org*

- **User ID:** this is the same as the User ID used to login to the management console. Example: *myschool-admin*

- **Password:** user password.

3. Find and select your site (top left) and once selected click on the *Search* button to display a list of machines that are communicating with the server.

4. Click the drop down arrow next to *Version to assign* and select the required version.

5. Select the tick box next to each machine that requires an update.

6. Click on the *Save Changes* button to begin the update process. The clients/s will then download and install of the update files will occur in the background.

* Please note that the update will run for an undefined period of time, with no further action required.

Further Information and Support

As part of our customer service commitment we would like to ensure that you have everything that you need to use our software effectively and therefore provide the very best online safeguarding support possible.

Should you have any queries regarding the auto-update process then please contact our customer support team by raising a support ticket using the following link:

http://www.futuredigital.co.uk/index.php/support