G DATA TechPaper

Updating to version 14.3 of
G DATA Business Solutions

Contents

Summary and scope

In this TechPaper we will outline the procedures which are required to update any G DATA installation to version 14.3. The instructions in this paper are intended for use in an environment in which version 12.x, 13.x or 14.x is already installed.

Typographic conventions

To emphasize and clarify some details in this document, critical passages are highlighted using colour or a different font:

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Command line input, folder paths and registry paths will use a monospaced
font
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Any window titles, settings or menu sequences will be printed in italics

In case a passage has to be emphasized to avoid undesired consequences, it will be prefixed with the word **Caution**, printed in **red** and **bold**.

1.   Preparation

It is recommended to create a database backup before starting the update process.

In order to do this, close *G DATA Administrator*. After *G DATA Administrator* has been closed, navigate to the folder

C:\Program Files (x86)\G DATA\G DATA AntiVirus ManagementServer

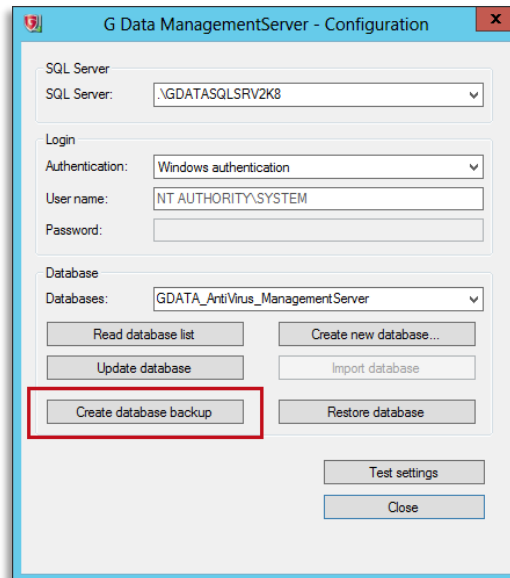and start the application *" GData.Business.Server.Config.exe".*

Figure 1: *GData.Business.Server.Config.exe*

After the application has started, click *Create database backup*. The following dialog will lead you to the specific options regarding the creation of the backup. In here, you will also have the option to select an external or internal storage location for the database backup.

The program update can be rolled out with or without a *Staged distribution* to the *G DATA Security Clients* automatically or manually. For the automated distribution, the *Staged distribution* function of the software is used.

Update staging can be configured in *G DATA Administrator* under *G DATA Administrator > Options > Server settings > Software updates*.

Settings regarding the program update of *G DATA Security Client* can be configured under *G DATA Administrator > Client settings > General > Updates*.
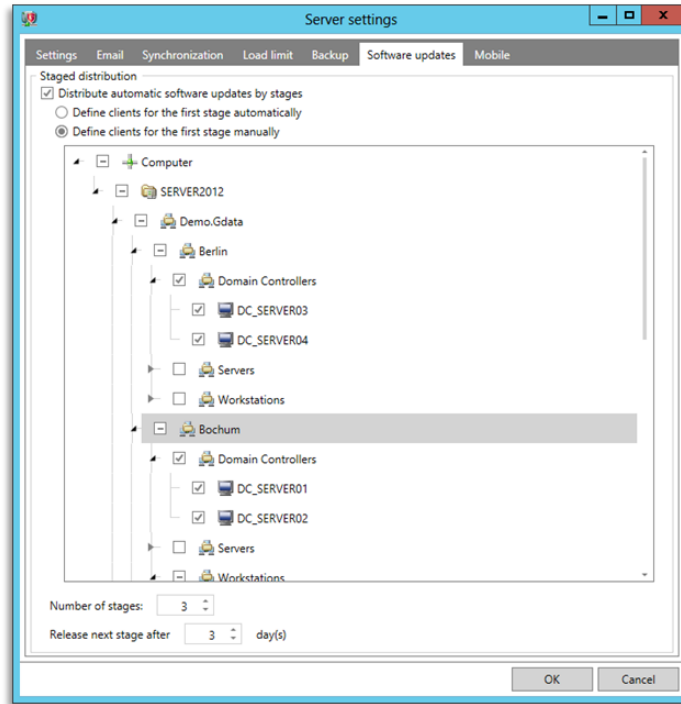
Figure 2: *Staged distribution dialog in G DATA Administrator*

When not using the *Staged distribution* function, it is recommended to disable automatic program updates using *G DATA Administrator* in order to then deploy the update group by group (or individually).
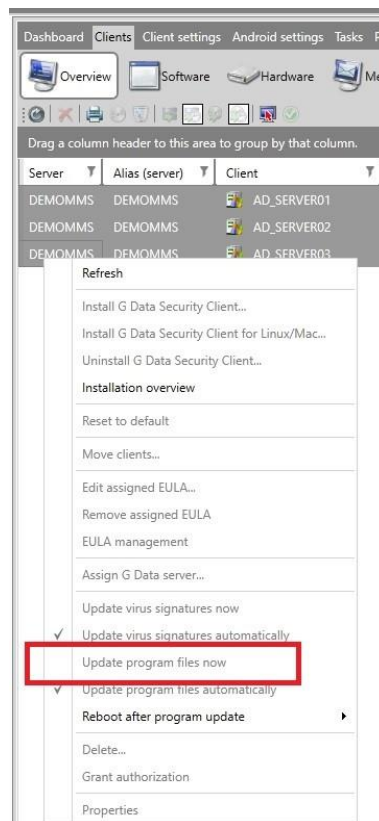

Figure 3: *Manual update via context menu*

2.   Updating to version 14.3

There are 2 methods of updating the software to version 14.3:

1) Online update using the application *Internet Update*.
2) Updating via setup.exe.

2.1.   Online update

To start the online update process, make sure that *G DATA Administrator* has been closed, then start the Internet update tool on the *G DATA ManagementServer*. It is located under *Start > All programs > G DATA > G DATA ManagementServer > Internet Update* or can alternatively be accessed via the search function on the desktop.
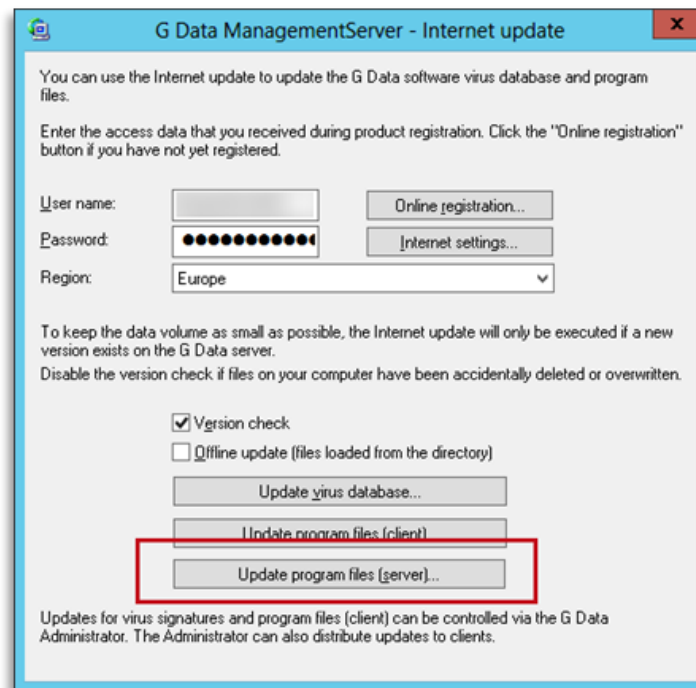

Figure 4: *Internet update dialog*

After the application has started, select *Update program files (server)*. This function will download and install the updated components for *G DATA ManagementServer*. The SQL database which is used by *G DATA ManagementServer* will be updated during this process. Components for *G DATA Security Client* will also be downloaded, but not yet installed in this step. After the update process has completed, select *Update program files (client)* to download updated components for *G DATA Exchange Mail Security*. The distribution of the program update for *G DATA Security Client* and *G DATA Exchange Mail Security* depends on local settings (see: 1. Preparation).
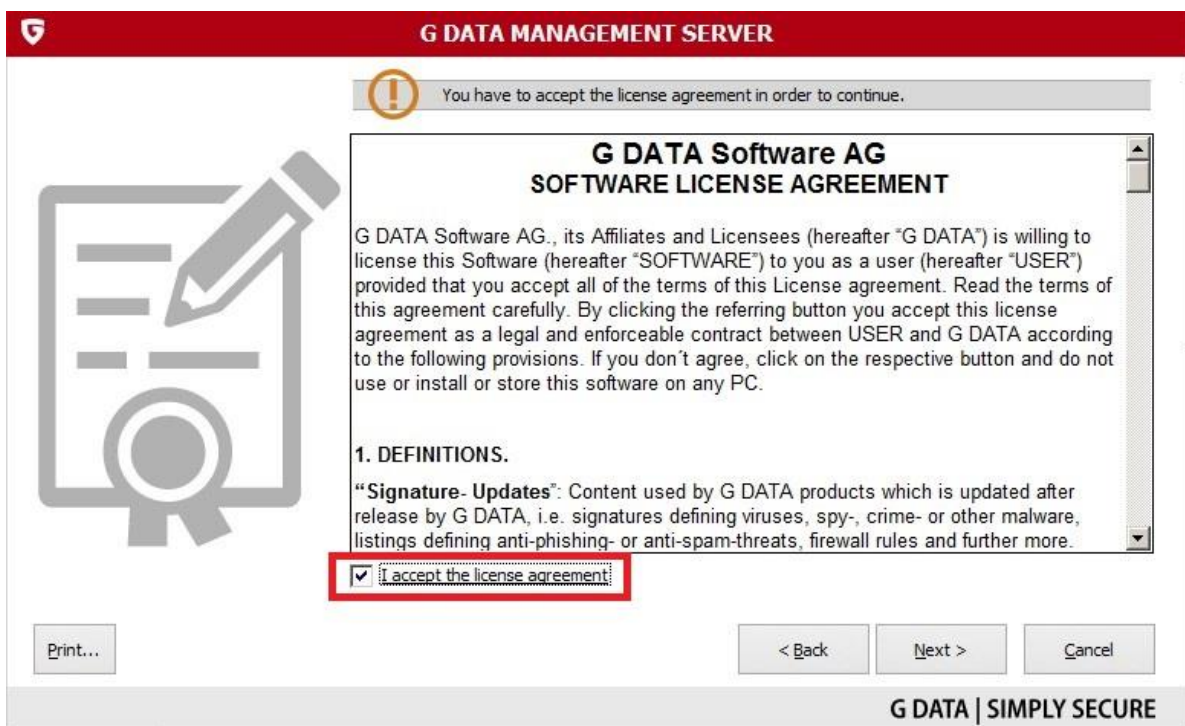
2.2.　　Installation via setup.exe

Open the ZIP-archive that can be downloaded on our website and run the file
"INT_B_FUL_MMS.exe".

The update process will start. Select *Standard update* in the following window to start the update
assistant.

Read and agree to the license agreement before clicking on *Next*.

The update process will now continue. When completed, click on *Exit* to finish the update process.

3.   Best practices

To make the transition to the latest version as smooth as possible, we recommend deploying the update to a group of test clients first. Should any issues occur with the new version, they can be tackled directly without having to individually address and mitigate them in multiple locations throughout the network at the same time. The test group can be part of a dedicated test network or a selected group of clients in your production environment. Either should reflect the most commonly found configurations of computers in your network.

If no issues arise during the test, the update can be deployed over the rest of the network. The length of the testing period is not fixed, but in order to ensure its effectivity and the validity of its results, the rule of thumb is to let the new version run in the test environment for a couple of days at least.

If no red flags have shown during the testing period, you are good to go for deploying the client to the rest of the network.

All information in this document has been validated and undergone multiple levels of review.

Errors & omissions excepted.