



SIMPLY  
SECURE

# G DATA TechPaper

#0263

Updating to version 14  
of G DATA's Business solutions



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## Summary & Scope

In this TechPaper we will outline the procedures which are required to update any G DATA installation to the version 14. The instructions in this paper are intended for use in an environment where any version prior to version 14 of the G DATA product is already installed.

## Typographic conventions

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

Command line input, folder paths and registry paths will use a monospaced font

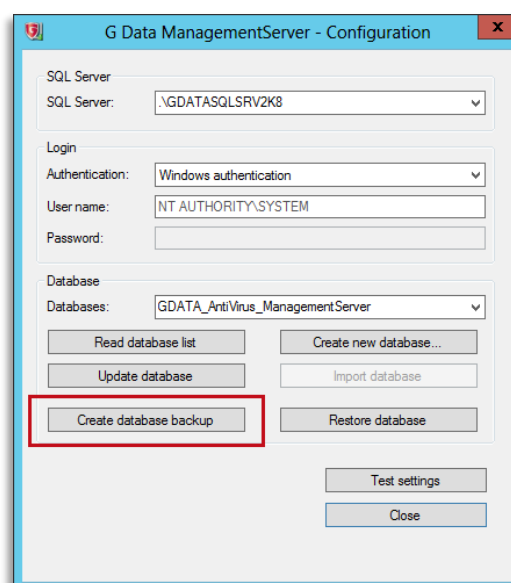
*Any window titles, settings or menu sequences will be printed in italics*

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**.

## 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 “GdmmsConfig.exe”.



**Figure 1:** GdmmsConfig.exe

After the application has started, click “*Create database backup*”. You will be prompted to select a storage location for the database backup.

There are 2 methods of updating the software to version 14:

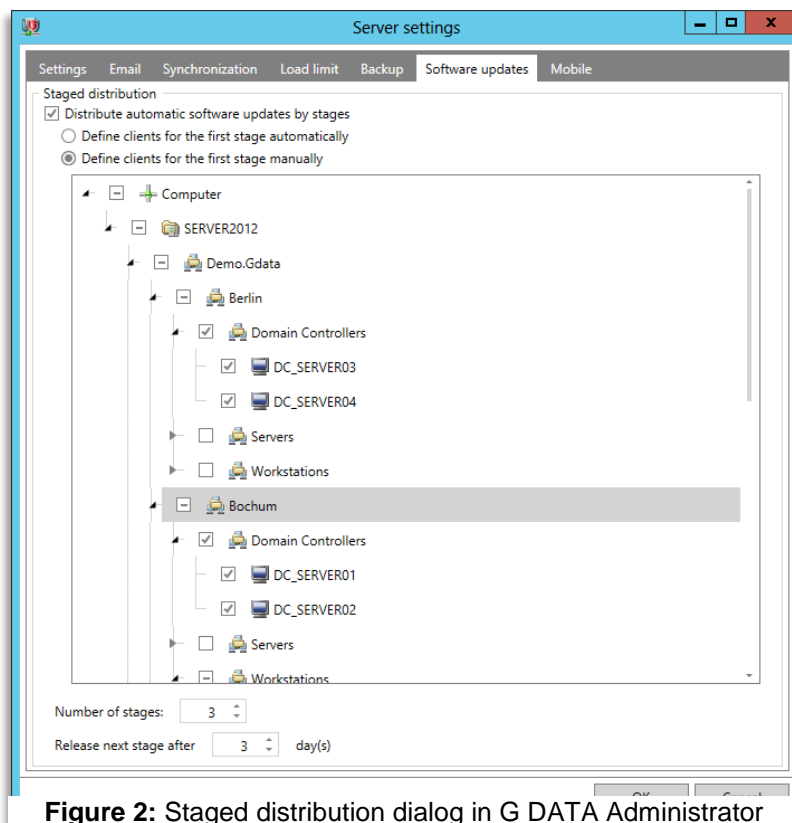
- 1) Online update using the application InternetUpdater.
- 2) Updating using an installation medium.

The following instructions will cover both methods.

## Starting the update process

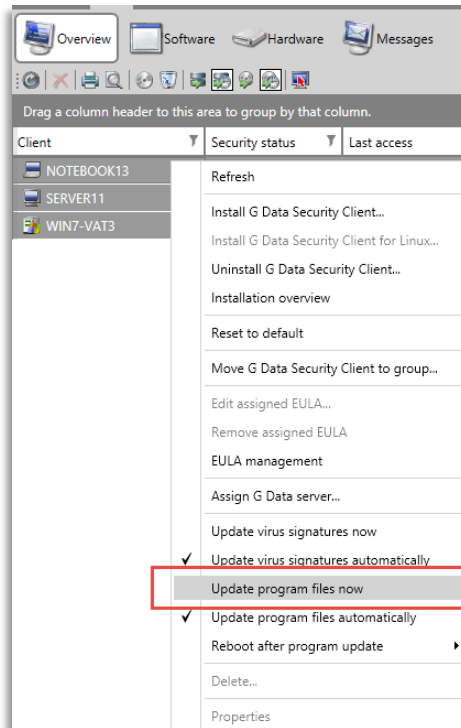
The program update can be distributed to the clients automatically or manually. For the automated distribution, the *Staged distribution* function of the software is used.

Update staging can be configured in G DATA Administrator under *Options > Server settings > Software 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 inside the G DATA Administrator in order to then deploy the update group by group (or individually).



**Figure 3:** Manual update via context menu

## Updating using the online update method

To start the online update process, make sure that G DATA Administrator has been closed, then start the *Internet update* tool on the 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.

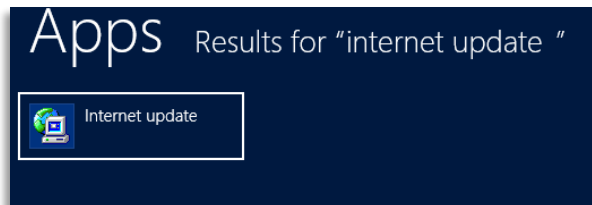
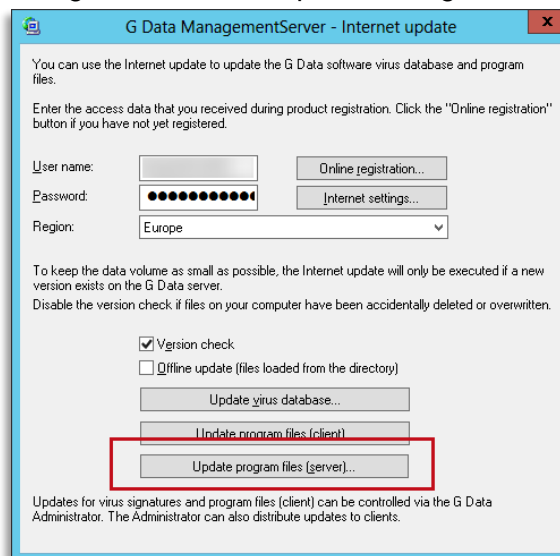


Figure 4: Desktop Search Result "Internet Update"

Figure 5: Internet Update dialog



After the application has started, select "*Update program files (Server)*". This function will install the updated components for both ManagementServer and G DATA Security Client.

If your license includes the plug-in for Microsoft Exchange, this can also be updated using this tool. Click on the *Update program files (client)* button to update its files.



The files will be downloaded directly after selecting the option. Depending on the available internet connection this process may take a few minutes.

After the download has been completed, the update will be installed automatically.

The SQL database which is used by G DATA ManagementServer will also be updated during this process.

**Caution:**

The update process takes several minutes to complete. **Do not abort the process or close the update window.** Doing so may lead to an inconsistent SQL database or a corrupted ManagementServer installation which would require reinstalling the software.

After the update process has finished, start G DATA Administrator.

Reinstalling Security Client is not required.

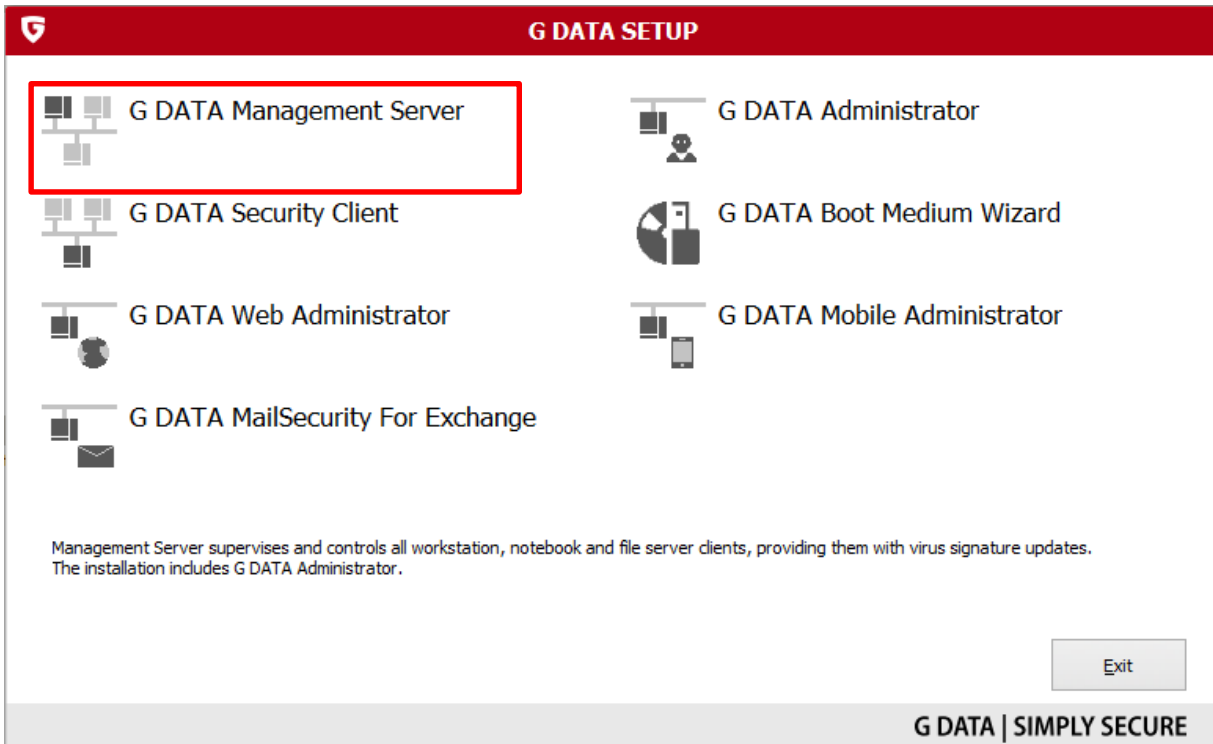


## Updating from an installation medium

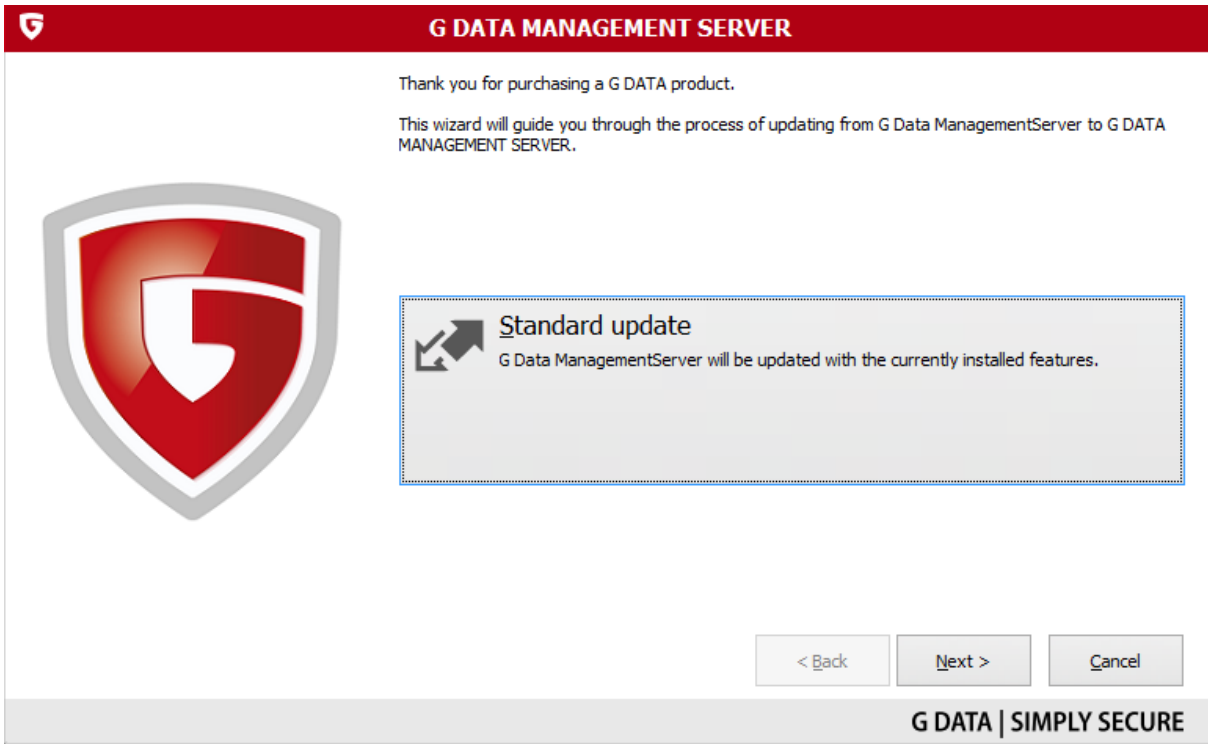
Insert the installation DVD or medium on the computer where the G DATA Management Server is installed and run setup.exe.



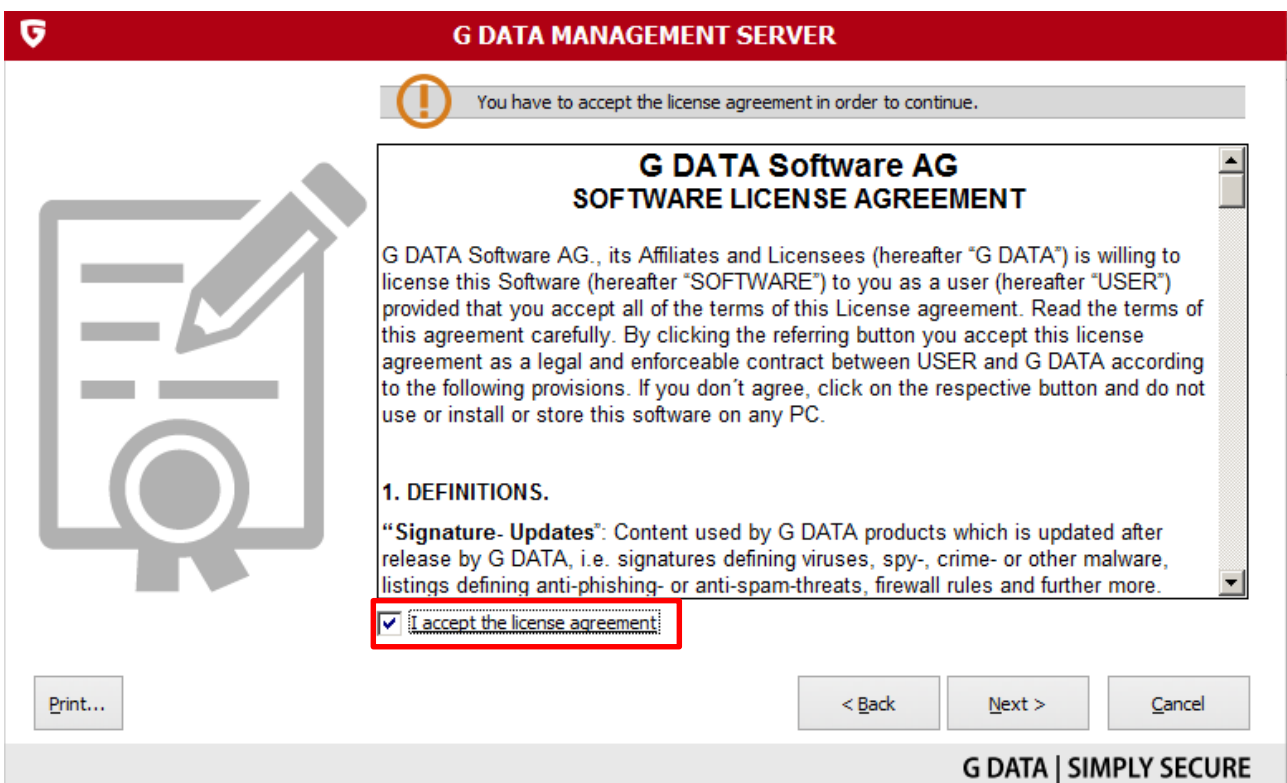
In the next window select “G DATA Management Server”.



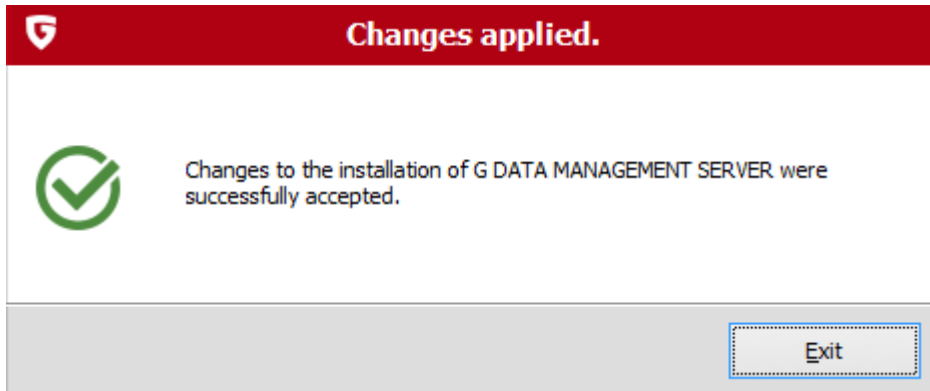
The update process will start. Select “Standard Update” in the following window to start the update wizard.



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



The update process will now continue. When it has completed click on “Exit” to finish the update process.



## Updating from a version prior to version 13.x

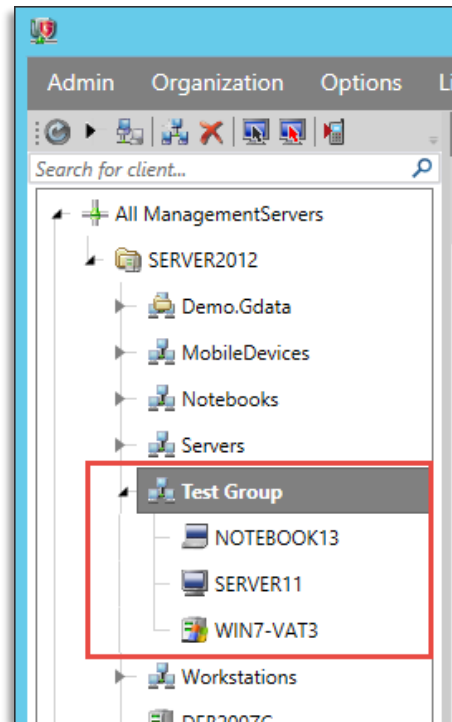
If a version of the software is already installed that is below version 13.x, then it is not possible to update using the previously described procedures. This software must first be updated to version 13 and then migrated to version 14. The instructions for this procedure can be found in the Tech Paper #0258.

## Best practises

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.



**Figure 6:** Example of a test client group

All information in this document has been validated and undergone multiple levels of review. Errors & omissions excepted.