



# BeyondTrust Updater Tool

**Client User Guide**

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**CORPORATE HEADQUARTERS**  
5090 N. 40th Street  
Phoenix, AZ 85018  
Phone: 1 818-575-4000

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## Introduction

This guide provides information on BTUpdater.

This guide is intended for network security administrators responsible for protecting their organization's computing assets. A familiarity with networking and security concepts is needed.

## Contacting Support

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For support, go to our [Customer Portal](#) then follow the link to the product you need assistance with.

The Customer Portal contains information regarding contacting Technical Support by telephone and chat, along with product downloads, product installers, license management, account, latest product releases, product documentation, webcasts and product demos.

### Telephone

#### Privileged Account Management Support

Within Continental United States: 800.234.9072

Outside Continental United States: 818.575.4040

#### Vulnerability Management Support

North/South America: 866.529.2201 | 949.333.1997

+ enter access code

#### All other Regions

Standard Support: 949.333.1995

+ enter access code

Platinum Support: 949.333.1996

+ enter access code

### Online

<http://www.beyondtrust.com/Resources/Support/>

## Overview

BeyondTrust Updater is an application that downloads and installs new software updates for all products by BeyondTrust.

You can use the tool to:

- Subscribe to various subscriptions
- View what version they are on
- Lock the software at specified versions, if needed

## How the BTUpdater Works

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BTUpdater is a Windows service that runs in the background. BTUpdater connects to the URL that you configure on the Settings tab of the BTUpdater tool.

You register for updates with BTUpdater by selecting subscriptions. BTUpdater then checks for updates on those subscriptions.

There are two types of downloads available:

- Sequential – Downloads one package at a time, in order. For example, version 1 is already downloaded. However, the server has version 5. BTUpdater downloads versions 2 through 5.
- Latest – Downloads only the latest version. In this same scenario, BTUpdater downloads only version 5.

## Downloading an Update

When BTUpdater finds a new update, the file is downloaded to:

C:\ProgramData\BeyondTrust\Updater\Downloads. If the Windows service is offline or the machine is restarted, BTUpdater resumes the update where it stopped.

After the download completes, the file is verified by its file length and SHA256 hash. The file is then copied to the cache folder: C:\ProgramData\BeyondTrust\Updater\Cache.

If the download fails, it will be deleted and retried. The next time BTUpdater checks again for new product updates, it will find the file in the cache and publish it.

## Setting up Subscriptions

You are automatically subscribed to products that are installed.

BTUpdater will be licensed as part of your products.

**Note:** You will automatically be subscribed to the BTUpdater subscription. Updates will occur automatically (or during the defined schedule on the Settings tab. BTUpdater checks for updates every 30 minutes by default. If there is no schedule defined then the updater will push the update whenever it feels like; and it will close the application.

To turn on updates and select subscriptions:

1. Double-click the BTUpdater.exe shortcut on the desktop.
2. Click **Subscriptions**.
3. Select the **Update checks are currently on** check box to turn on subscriptions. Turning on subscriptions turns on the service to start checking for updates.

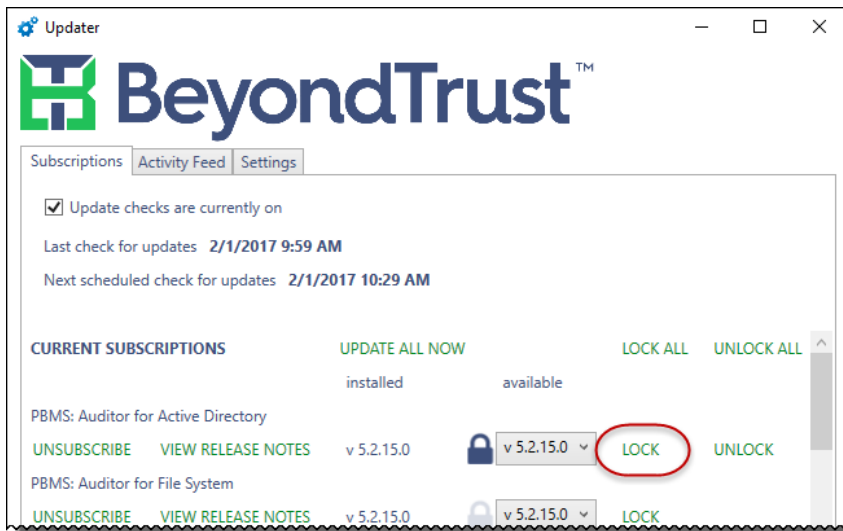
**Note:** If an install fails a red icon will be displayed in the installed column.

## Locking and Unlocking a Version

You can lock your subscription at a particular version so that packages for the subscription are not downloaded. You might consider locking subscriptions for your production environment until you test packages in your test environment.

To lock a version:

1. Double-click the BTUpdater.exe shortcut on the desktop.
2. Select the version from the list.
3. Click **Lock**.



4. The lock icon is displayed. When you are ready to download and install new updates, click **Unlock**. Optionally, depending on how many subscriptions are locked, click **Unlock All**.

## Viewing Release Notes

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Release Notes for the current subscriptions are downloaded and available on the Subscriptions page.

1. Double-click the BTUpdater.exe shortcut on the desktop.
2. Click **View Release Notes** for the subscription.

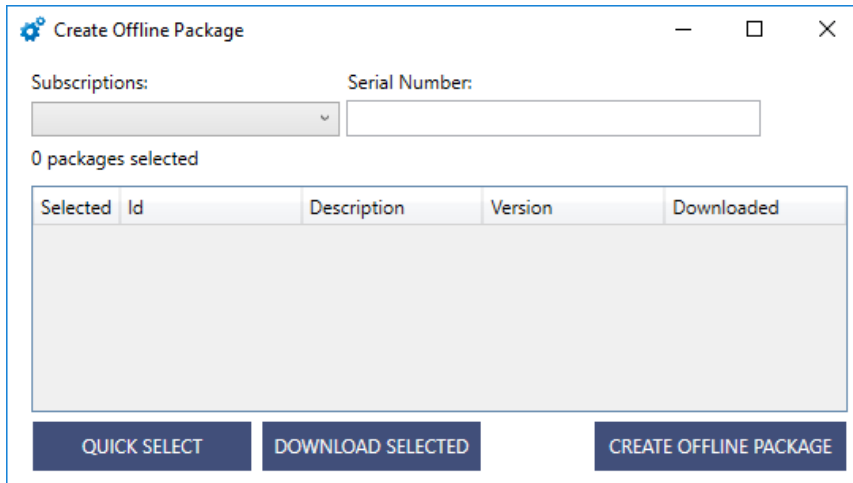
## Creating an Offline Package

Some machines in an enterprise environment might be disconnected from the internet. To update these machines, copy packages from a machine that is connected.

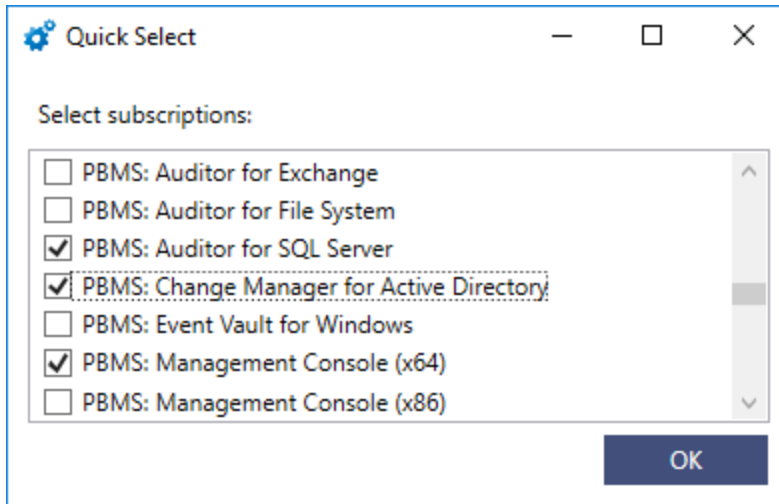
### Creating a Package

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1. Start the BTUpdater tool.
2. Click **Create Offline Package**.

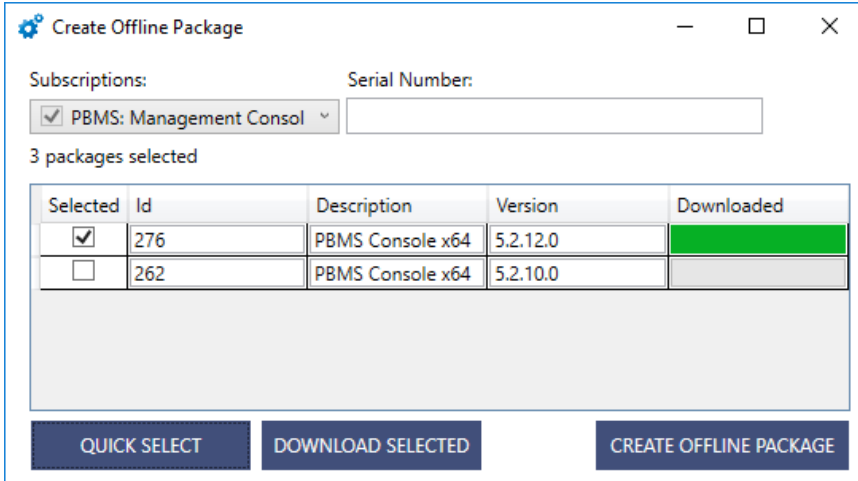


3. Click **Quick Select** and then select subscriptions.



4. Click **OK**. By default, the latest package is selected in each subscription. The following screen capture indicates that the version 5.2.12.0 is downloaded while version 5.2.10.0 is not downloaded. If needed, you can select the check box for any other installs that you want to include in the package.





5. Click **Download Selected**.  
After you confirm the packages that you want to include, click **Create Offline Package**.

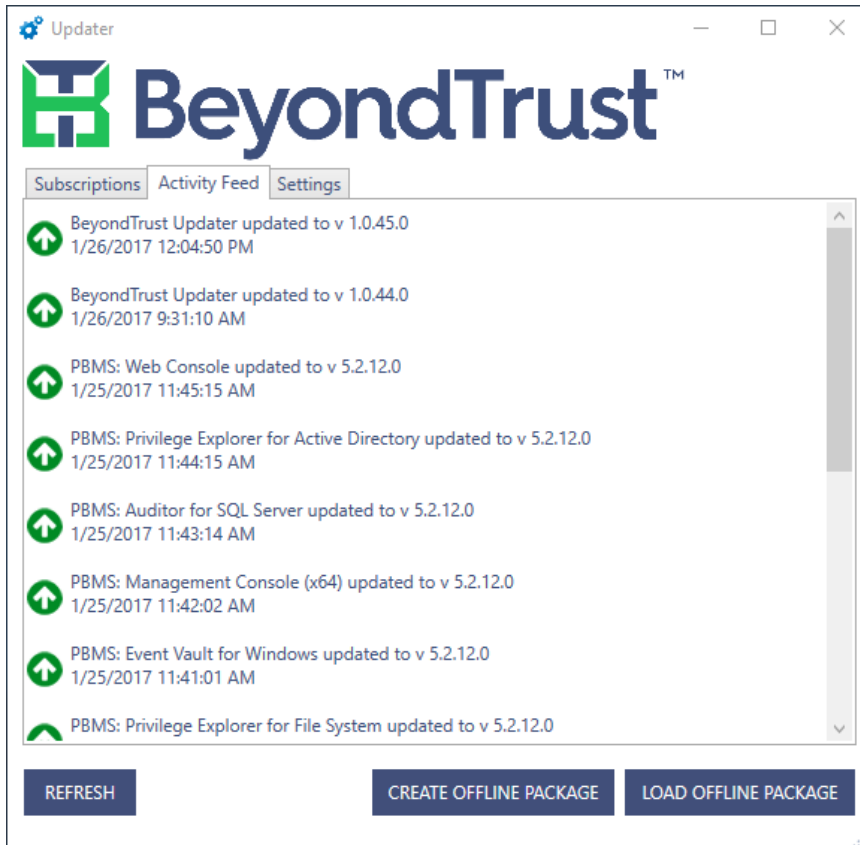
An .opkg file is created on the desktop. Copy the .opkg file to a machine that is not connected to the internet.

## Loading the Package

The BTUpdater tool must be installed on the offline (no internet) machine. You need to use the tool to upload the packages and manage the packages.

To load the package:

1. On the offline machine, start BTUpdater.
2. Click **Load Offline Package**.
3. Open the package that you created. The packages that were selected will be copied to Updater’s cache directory.
4. Click the **Subscription** tab and then click **Refresh**.  
A list of the latest packages should be listed.
5. Click **Update All Now** and those packages will then be applied.  
You can confirm that packages were successfully updated on the Activity Feed.



**Note:** If you select an older version package on the Create Offline Package dialog box, then this package might not be applied. Most subscriptions look for the latest package.

An outdated package will be skipped. Some subscriptions are sequential, and all the missing packages will be required to apply the updates in order.

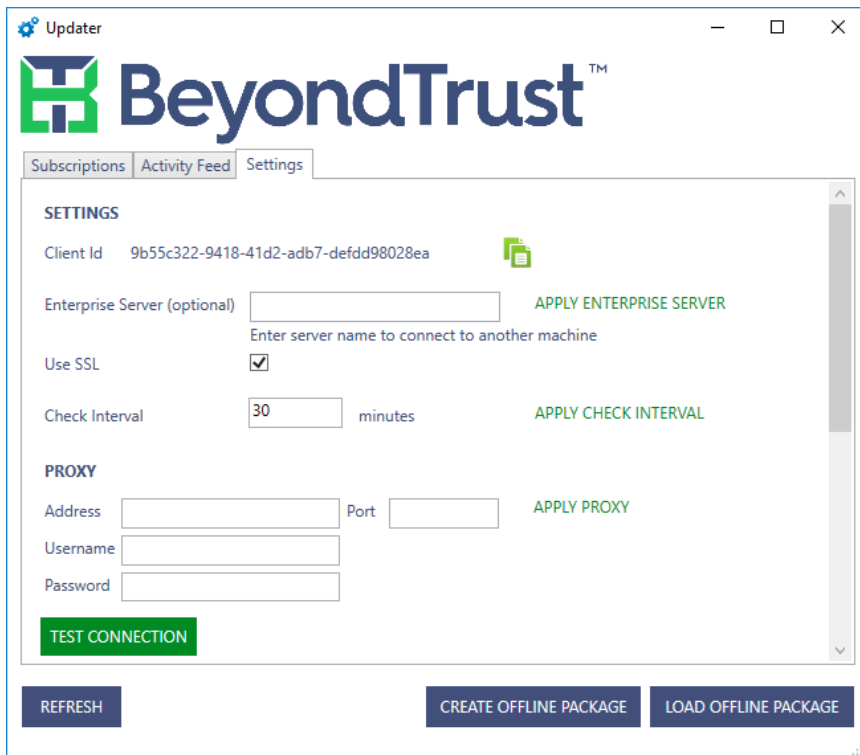
## Configuring the Update Server

The Enterprise server box allows you to connect to an enterprise edition of Updater instead of directly to the BeyondTrust servers. The enterprise edition allows control of what updates are distributed and various policy settings.

### Setting the URL for the Update Server

To configure an enterprise server:

1. Start the BTUpdater tool.
2. Click the **Settings** tab.
3. Enter the URL, and then click **Apply Enterprise Server**.  
 Enter the following when SSL is required:  
 https://[computer name or IP address]/[Virtual Directory/  
 or when SSL is not specified:  
 http://[computer name or IP address]/[Virtual Directory/
4. Click the **Connect server via SSL on** box to use SSL.
5. Enter the interval that the updater will poll the update server for the latest subscriptions. Click **Apply Check Interval**.  
 The default value is 30 minutes.
6. Enter proxy server information for you network, and then click **Apply Proxy**.

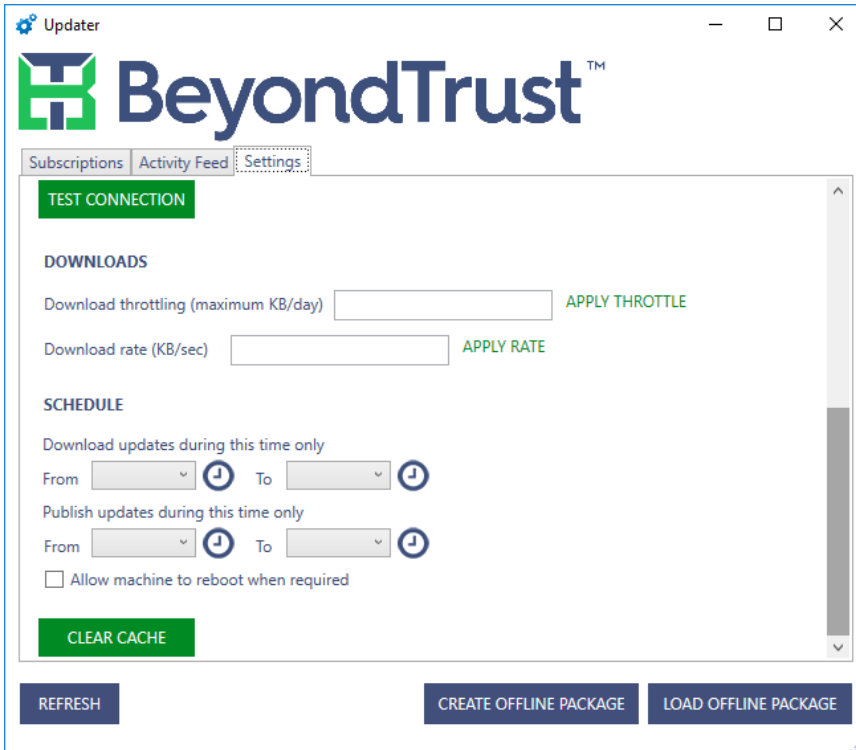


7. Click **Test Connection** to ensure connectivity from the updater tool to the server.

## Setting Throttling and Download Speed

Configure throttling and download rates to mitigate bandwidth usage concerns.

1. Start the BTUpdater tool.
2. Click the **Settings** tab.
3. Enter the maximum number of kilobytes that can be downloaded in a day, and then click **Apply Throttle**.



The screenshot shows the 'Updater' application window with the 'Settings' tab selected. The interface includes the BeyondTrust logo and navigation tabs for 'Subscriptions', 'Activity Feed', and 'Settings'. A green 'TEST CONNECTION' button is at the top. Below it, the 'DOWNLOADS' section contains two input fields: 'Download throttling (maximum KB/day)' with an 'APPLY THROTTLE' button, and 'Download rate (KB/sec)' with an 'APPLY RATE' button. The 'SCHEDULE' section has two time range selectors: 'Download updates during this time only' and 'Publish updates during this time only', each with 'From' and 'To' dropdown menus and clock icons. There is also an unchecked checkbox for 'Allow machine to reboot when required' and a green 'CLEAR CACHE' button. At the bottom, there are three buttons: 'REFRESH', 'CREATE OFFLINE PACKAGE', and 'LOAD OFFLINE PACKAGE'.

4. Enter a download rate, then click **Apply Rate**.

## Scheduling Downloads

Under schedule, you can configure when downloads will take place. You can also change the schedule of when a new installation will take place.

Some installs may require a reboot. If that happens, you can allow the machine to reboot automatically or if it is off you will receive a message telling you to reboot the machine (the user must be logged in to receive the message).

1. Start the BTUpdater tool.
2. Click the **Settings** tab.

## Clearing the Cache

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Downloaded packages are stored in a cache folder. This can take up some disk space over time. Periodically, clearing the cache removes outdated packages from the system.

1. Start the BTUpdater tool.
2. Click the **Settings** tab.