



BeyondTrust

BT Updater Desktop Client User Guide

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Install the BT Updater Desktop Client

Introduction

BT Updater is an application that downloads and installs updates for BeyondTrust products and includes the following features:

- View the currently installed software version.
- Set up a subscription to download product updates.
- Lock the software at specified versions, when necessary.



Note: While the BT Updater can be configured to download and install a variety of product updates, it **does not** include scheduling the Security Update Package Installer (SUPI) for updates.

This guide provides instructions to install and configure BT Updater.

Security

BT Updater enforces the following security measures:

- productupdates.beyondtrust.com is secured by an SSL certificate.
- On download, the hash of the file and file length are verified to ensure the file matches the requested download.
- After extraction of the package, the certificate on the file is checked to ensure it is a BeyondTrust certificate.
- Certificate pinning is enabled to ensure the server authority.

Overview

BT Updater Desktop Client is a Windows service that runs in the background and connects to the URL configured on the **Settings** tab of the tool. You can register for updates with BT Updater Desktop Client by selecting subscriptions. BT Updater Desktop Client then checks for updates on those subscriptions.

Two types of downloads are available:

- **Sequential:** Downloads one package at a time, in order. For example, version 1 is already downloaded. However, the server has version 5. BT Updater Desktop Client downloads versions 2 through 5.
- **Latest:** Downloads only the latest version. In the same scenario, BT Updater Desktop Client downloads only version 5.

Download an Update

When BT Updater Desktop Client 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, BT Updater Desktop Client 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 is deleted and retried. The next time BT Updater Desktop Client checks for product updates, it finds the file in the cache and publishes it.

Requirements

Operating System	Windows Server 2008 R2 (64-bit only) – latest service pack is required Windows Server 2012 and 2012 R2 (64-bit only) Windows Server 2016 Windows Server 2019 (BT Updater version 2.11 or later) Windows 10
Processor	Intel Dual Core 2.0GHz or compatible (minimum)
Memory	16GB Minimum (Requires x64 operating system)
Hard Drive	20GB
Server Requirements	Microsoft .NET Framework 4.5

Installation

Launch the BT Updater .msi installer to install the software on your client machines.

Manage BT Updater Enterprise Subscriptions

The following features are available on the **Subscriptions** page:

- View your current and available subscriptions.
- Lock your subscriptions to specific product versions.
- Unlock your subscriptions.
- Subscribe to new subscriptions.
- View the status of downloads and installs.
- Find out when BT Updater last checked for updates and when the next check will occur.
- See if auto-update is enabled or disabled.
- Manually check for updates now.

You are automatically subscribed to products that are installed on the same system where BT Updater is installed. BT Updater is licensed as part of your products.

You are automatically subscribed to the BT Updater subscription. By default, BT Updater checks for updates every 12 hours, and if a schedule isn't defined for downloads, updates can be pushed at any time.



Note: *The update process will close the application. If desired, you can disable automatic checking for updates on the **Settings** page and manually update at any time by clicking **Update Now** on the **Subscriptions** page.*

To enable or disable automatic checking for updates, follow the below steps:

1. Open BT Updater.
2. Select **Settings** from the menu.
3. In the **Subscription Frequency** section, click the toggle to enable or disable **Automatically check for updates**.
4. If you are enabling automatic checking, set your desired **Check Internal** time.
5. Click **Apply Changes**.

Use the Current Subscriptions List

Subscriptions are versioned packages that can be delivered to systems connected through BT Updater. The **Current Subscriptions** list shows all subscriptions that you are currently subscribed to, the version that has been delivered, and the version that is available for download.

The **Delivered** column shows the version that has been downloaded or installed. An icon indicates whether the package has been downloaded, or both downloaded and installed.

The **Available** column shows the version that is available for download in the BT Updater cloud environment .

If an update fails, a red exclamation mark icon is displayed next to the subscription. You can retry the update as follows:

1. Click the **More Options** icon (vertical ellipsis) for the subscription and then select **Updates**.
2. In the **Details** window, click **Retry** where it indicates there was an error with the update.

The following table lists various icons found in the **Current Subscriptions** list.

	Manual Install: Indicates the product was installed or updated externally from BT Updater. The manually installed version is displayed.
	Installed Successfully: Indicates a subscription update has been successfully installed.
	Update Failed: Indicates a subscription update has failed installation. You can retry the update by clicking More Options (vertical ellipsis) for the subscription, and clicking Retry where it indicates there was an error with the update.
	Downloaded Successfully: Indicates an update has been downloaded successfully. Some subscription updates are download-only and must be manually installed externally from BT Updater. When the subscription is selected, instructions for installation are provided in the Details pane.
	Newer Version Available: Indicates a newer version is available for the subscription, but not currently installed. This will be updated at scheduled settings or manually installed by clicking Update Now .

Lock and Unlock a Subscription Version

You can lock your subscription at a particular version of the product so packages for the subscription are not downloaded. You might consider locking subscriptions for your production environment until you test the packages in your test environment. Locking a subscription also prevents the update from being downloaded. Once you have chosen a version to lock, that version will be installed according to scheduled settings or by clicking **Update Now** to install the downloaded version immediately.

IMPORTANT!

*Once a version has been locked for BeyondInsight subscriptions, you commit to install the update at scheduled settings. **You are required to manually update to the same lock version on all instances of BT Updater Enterprise or it could result in a loss of service.** Best practice is to click **Update Now** once an update has been downloaded and then manually update all instances of BeyondInsight immediately.*

To lock a subscription version, follow the below steps:

1. Under **Current Subscriptions**, click the **More Options** icon (vertical ellipsis) for the subscription, and then select **Lock**. This locks the subscription to the current delivered version.
2. To lock a different version, click the **More Options** icon (vertical ellipsis) for the subscription, and then select **Updates**.
3. In the **Details** window, select a version from the dropdown list, and then click **Lock**.
4. When you are ready to download and install new updates for the subscription, click the **More Options** icon (vertical ellipsis) for the subscription, and then select **Unlock**.

Unsubscribe from a Subscription

1. In the **Current Subscriptions** list, click the **More Options** icon (vertical ellipsis) for the subscription.
2. Select **Unsubscribe** from the menu.

View Release Notes

Release notes for the current subscriptions are downloaded and available on the **Subscriptions** page. To view release notes for a subscription, follow the below steps.

1. In the **Current Subscriptions** list, click the **More Options** icon (vertical ellipsis) for the subscription.
2. Select **View release notes...** from the menu.
3. Select a version from the dropdown list to view the release notes for that version.

Subscribe to a Subscription

On the **Subscriptions > Other Available Subscriptions** list, click **Subscribe**.

Configure the BT Updater Enterprise Server

From the **Settings** tab, you can configure the following:

- Subscription frequency (interval for checking for updates).
- An BT Updater Enterprise server and a proxy server.
- Download throttling and speed.
- Schedule for downloading and publishing updates.
- Clear cached download files.
- Email notifications for when new downloads are available.
- Load an offline package from another machine.

Set an Interval to Check for Updates

To set an interval to check for updates, follow the below steps:

1. In the **Subscription Frequency** section, click the toggle to enable automatic checking for updates.
2. Set your desired **Check Interval** time.
3. Click **Apply Changes**.

Set the Connection for an BT Updater Enterprise Server and a Proxy Server

The BT Updater Enterprise server allows you to connect to an BT Updater server in your network to receive software updates, as opposed to connecting to BeyondTrust cloud servers for updates. BT Updater Enterprise allows you to control updates distributed across your environment and the global settings applied to all clients using policy.

Configure an BT Updater Enterprise server and a proxy server in the **Connection** section.

1. Enter the server name or IP address for **BT Updater Enterprise** in your network.



Note: If an BT Updater Enterprise server is not specified, or has been deleted, BT Updater connects to the BeyondTrust cloud server for updates.

2. Click the toggle to enable **Use secure connection**.
3. Enter the **Address**, **Port**, **Username**, and **Password** for the proxy server.
4. Click **Test Connection** to verify connectivity.
5. Click **Apply Changes** to save the settings.

Set Throttling and Speed for Downloads

Configure throttling and download rates to mitigate bandwidth usage concerns under **Downloads**.

1. Enter the maximum number of kilobytes (KB) that can be downloaded in a day for download throttling.
2. Enter the number of KB per second that can be downloaded for download rate.
3. Click **Apply Changes**.

Schedule Download and Installation Times for Updates

Specify days and time frames for update downloads and installations in the **Schedule** section.



Note: While the BT Updater can be configured to download and install a variety of product updates, it **does not** include scheduling the Security Update Package Installer (SUPI) for updates.

1. Check the boxes for the days you would like updates to be downloaded.
2. Select times in the **From** and **To** lists to specify a time frame for downloads to be updated from the server.
3. Check the boxes for the days you would like updates to be published.
4. Select times in the **From** and **To** lists to specify a time frame for downloads to be published.
5. Click the toggle to enable the **Allow machine to reboot when required** setting. If a restart is required, enabling this setting will cause the computer to be restarted after an update has been installed.



Note: If this setting is disabled, a message is displayed after the update is installed, indicating a restart is required. You must be logged in to receive the message.

6. Click **Apply Changes**.

Clear Cached Downloads

Downloaded packages are cached and stored locally. This occupies disk space over time. Clear the data periodically to remove outdated packages from the system in the **Clear Cache** section.

1. Enter the number of days to keep stored packages.
2. Click **Clear Cache**.
3. Click **Apply Changes**.

Set Up Email Notifications

Configure SMTP settings to send email notifications to specified email addresses when new packages are available for download. Configure the **Email Notifications / SMTP Settings** section.

1. Enter the **Host** name or IP address for your SMTP server.
2. Enter **Port** number, if applicable.
3. Click the toggle to enable **Use secure connection**.
4. Enter **Username**, **Password**, and **From Display Name**, if required. These fields are optional.
5. Enter **From Email Address**.
6. Enter **To Email Addresses**.
7. Click **Send Test Email** to verify the email configuration works as expected.
8. Click **Apply Changes** to save settings.

Update Packages with the Offline Tool

If a computer in the network is unable to connect to the internet or get updates from an BT Updater Enterprise server, the update packages can be copied from a computer that contains the latest updates using the offline tool.

Create an Offline Package

1. On a client computer that contains the latest updates, navigate to the folder **C:\Program Files (x86)\BeyondTrust\Updater\Service**.
2. Double-click the **OfflineTool.exe** file.
3. Click **Create Offline Package**.
4. Click **Quick Select**.
5. Select your subscriptions from the list, and then click **OK**.
6. By default, the latest package is selected in each subscription. If needed, you can check the box for any other install you want to include in the package.
7. Click **Download Selected**.
8. Confirm the packages you want to include, and then click **Create Offline Package**.
9. Name the .opkg file and save it to a desired location. The default location is the **Desktop**.
10. Copy the .opkg file to computers that require the updates but are not connected to the internet.

Load an Offline Package

The BT Updater Desktop Client tool must be installed on the computers that are not connected to the internet. The packages can be uploaded using BT Updater Desktop Client or the offline tool.

1. In BT Updater Desktop Client, select the **Settings** tab and scroll down to the **Offline** section.



Note: Alternatively, navigate to the folder **C:\Program Files (x86)\BeyondTrust\Updater\Service** and double-click the **OfflineTool.exe** file.

2. Click **Load Offline Package**.
3. Locate and select your offline package (.opkg) file, and then click **Open**.
4. Click **OK** on the **Completed Successfully** message box.
5. In BT Updater Desktop Client, select the **Subscriptions** tab, and then click **Update Now**. You can confirm that packages were successfully updated on the **Activity Feed** tab.



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

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

Audit Activity and Log Information in BT Updater Enterprise

BT Updater uses Windows verbose logging. Log files for BT Updater are located in **C:\ProgramData\BeyondTrust\Updater\Logs**.

Update activity can be audited by viewing the **Activity Feed** page. All actions performed in BT Updater are logged on the **Activity Feed** page.

To access the **Activity Feed** page, follow the below steps.

1. Open the BT Updater tool, and then select the **Activity Feed** page.
2. Select the **Search by Term** or **Search by date** option from the **Search** filter dropdown.
 - If searching by term, you can search by the subscription name or the user name, and then click **Search** to filter the list of activity.
 - If searching by date, select your desired date range, and then click **Search** to filter the list by specific dates.