

Documentation

Author: Uschi Choroba Date: 2017-07-27

Mobile:

Email: Ursula.choroba

Table of contents

1.	Contact Persons	3	
2.	About this document	3	
3.	Release notes	3	
4.	. General Information		
5.	Support Tips	3	
	1. How do you see whether the agent is updated or not:	3	
	2. What to do in case agent has not been updated?	4	
	3. What to do in case agent did uninstall but not reinstall?	4	
6.	Usability/User information	5	
7.	Updating the agent – process description	5	
8	GPO Information	5	

1. Contact Persons



2. About this document

This document contains information about the update of Idemagent.

3. Release notes

Release	Description	Date released
7.0	agent update to version 7.0.0.0	2017-08-01

4. General Information

The AutoConfiguration feature takes care that the agent is installed even when only connected through WLAN. Nevertheless in rare cases you might want to follow the below mentioned support tips.

5. Support Tips

Please find below information on how to investigate in case the idemagent is not updated to version 7.0.0.0.

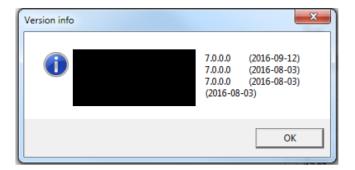
How do you see whether the agent is updated or not:

Right click agent icon and click on "about idem".

If the agent is updated correctly, you will see the same information as shown in below picture.

New Symbol in Taskbar:





2. What to do in case i agent has not been updated?

Do the following:

- 1. Connect the computer to wired network
- 2. Switch off wireless adapter
- 3. Restart the computer

In case those actions did not help continue with 4. onwards. Please pay attention that wireless still needs to be switched off and the computer needs to be connected to wired network.

- 4. Open a command prompt via IMU with the option "remote cmd"
- 5. Run command gpupdate -force
- 6. Restart the computer if required

3. What to do in case agent did uninstall but not reinstall?

- 1. Connect the computer to wired network
- 2. Switch off wireless adapter
- 3. Run command gpupdate -force
- 4. Reboot the computer

In case those actions did not help continue with 5. onwards. Please pay attention that wireless still needs to be switched off and the computer needs to be connected to wired network.

- 5. Open Windows Explorer as administrator
- 6. Browse to
- 7. Execute the file **Windows 6.1 x64**
- 8. Reboot the computer

6. Usability/User information

In many cases users do not reboot their computer regularly. If you experience one of the above mentioned situations (Chapter 4) please ask the user to reboot his/her computer.

7. Updating the agent – process description

The agent is distributed via the group policy named **Default AgentPolicy**. Valuelabs will adapt the GPO settings according to instructions provided by and adapted to needs.

Planned date:

8. GPO Information

A GPO (Group Policy Object) is defined in the global Active Directory and takes effect when a computer, which is member of the domain, reboots or through running the command *gpupdate –force.*