Update Modes

Use this guide to setup the *4Matrix Auto Update* Windows Service.

In January 2019, 4Matrix introduced a new 'update mode' which installs a Windows Service on the client to download and apply 4Matrix updates. This is far more robust than the older 'Run As' mode.

How the Windows Service Mode Works

1) Users will need the latest 4Matrix client msi, see www.4Matrix.com/downloads for the latest version number and the client msi download link. *(email info@4Matrix.com if login credentials are not known).*

2) The client msi will create the Windows Service on the client as part of the installation process.

3) Users will also need a new LauncherSettings file which can be downloaded from this link and this must be placed in the 4Matrix folder on the client e.g. *C:\Program Files (x86)\4Matrix.*

4) The LauncherSettings file contains a parameter for *<UpdateMode>2</UpdateMode>* which is what tells 4Matrix to use the Windows Service to manage updates.

5) Using 'Update Mode 2', updates are checked for, downloaded and run as Local System (ignoring the 'Run As' option in the 4Matrix Network Manager).

Optional Step: Testing the 4Matrix Update Windows Service

Installing the latest client msi on a test client will mean that it's using the latest version of 4Matrix.

If you wish to test that the new *4Matrix Auto Update* service works, you can trick the client into thinking it is out of date in the following way;

1) Enter https://www.4matrix.com/files/downloads/3981_4M.exe.zip into a web browser.

2) Save the file to your Downloads folder and unzip it.

3) Copy the extracted file and place it in the test client's 4Matrix folder, overwriting the existing version.

4) Make sure there is a LauncherSettings.xml file in the 4Matrix folder (See *'How it works'*, above).

5) **Log out of the client PC and Log in again as a normal staff user.** Run the 4Matrix Launcher.exe. It should detect and apply an update, using the new Windows Service.

6) If successful, you can roll out the new msi and LauncherSettings to all relevant PCs.

Additional Notes

If the new update method works and you need to utilise this across all clients, you should ensure that you have the latest 4Matrix client msi (www.4Matrix.com/downloads) and re-deploy 4Matrix so that all clients are instantly using the latest version, plus they will have the new Launcher.exe, which can be used with LauncherSettings.

- Settings and LauncherSettings should automatically install with the msi. If, for any reason, one or both files do not deploy automatically, please refer to our guide to deploying files using Group Policy which is available in the Technical Documents section at https://www.4Matrix.com/resources

- The parameter *<UpdateMode>* can be added to any existing LauncherSettings file, if required.

- The parameter *<UpdateMode>* can use 1 of 4 values:

  1 = Use the old/default 'run as' method (e.g. *<UpdateMode>1</UpdateMode>)*
  2 = 4Matrix Update Service checks for, downloads and applies updates
  3 = Logged in user checks for updates, 4Matrix Update Service downloads and runs updates
  4 = Logged in user checks and downloads updates, 4Matrix Update Service runs updates

  So to use option 4 above, you can insert the following code into an existing LauncherSettings file:

  <UpdateMode>4</UpdateMode>

- Options 2-4 above ignore the 'Run As' setting in the 4Matrix Network Manager.

- Options 2-4 above will still use the Custom Temp folder setting, as defined in the 4Matrix Network Manager.

- If the update process fails, it may go into a loop. Holding CTRL and cancelling the process will stop it. If this happens, please try an alternative UpdateMode value (2, 3 or 4).

Updating the 4Matrix Network Manager

Updating the 4Matrix Network Manager is a relatively simple process:

1) Open the 4Matrix Network Manager and create a backup of the database (using *Databases > Backup*).

   This is precautionary and you should not need to use this backup file. If you see an error saying that the backup has failed, please double check the location of where you have tried to save to for a .bak file because it may have actually worked. This is known glitch on older versions of the Network Manager.

2) Close the Network Manager and make a note of where it's installed i.e. *C:\4Matrix*

3) Uninstall it using *Control Panel > Programs and Features.*

4) Download the latest full installer from www.4Matrix.com/downloads

5) Begin the installation and install it **in exactly the same place** as before. All your settings will be recalled automatically.

6) Once in the Network Manager click **Re-Copy Files.**

7) This will generate the latest msi in your client files folder (which you will have created and the Network Manager will show the location of on the main panel).

8) The new msi will contain the latest version of Launcher.exe which is compatible with a LauncherSettings file.