

ClickShare Management Suite

Maintenance manual

There are 2 ways to update from v1.2 to v1.3: via the web UI or via the admin console.

Option 1: via the web interface

This option requires IT admin access to the ClickShare Management Suite web UI

STEP 1: Choose Update Type

1. Login to ClickShare Management Suite web application using the IT admin credentials
2. Navigate from the main page to System administration
3. Click on the "Update CMGS" and then click continue
4. Choose Update Type
 - If update type is ISO file then upload ISO in next step from web UI and skip step 2
 - If update type is DVD drive then follow the instruction mentioned in step 2 before clicking "Next"

STEP 2: Load ISO file

This step requires access to the computer or virtual machine on which the ClickShare Management Suite is running.

If ClickShare Management Suite is installed on a physical computer → Insert new version as CD/DVD in the disk drive.

If ClickShare Management Suite is running on a virtual machine → Load the ISO file as DVD drive.

STEP 3: Trigger update

1. Click Finish to start Upgrade
2. Follow the upgrade progress and press OK when Finished
3. The application restarts itself. Reload the webpage and login to the web application.
4. It can take several minutes before the web UI is accessible again.

Option 2: via the admin console

This option requires access to the keyboard and screen of the computer or virtual machine on which the ClickShare Management Suite is running.

STEP 1: Load ISO file

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If ClickShare Management Suite is running on a virtual machine → Load the ISO file as DVD drive.

STEP 2: Trigger update

1. Press Ctrl+Alt + F1 (to F6) on the splash screen to access the admin console on the ClickShare Management Suite server
2. Login to the admin console using the administrator account
3. Press 8 and Enter to select the System update option from the menu
4. Press 1 and enter to select Yes and start the update procedure
5. Wait until the upgrade finishes successful
6. The system will automatically reboot and return to the splash screen when finished



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