

There are two ways to perform the Update of C-Monitor Windows client:

[Update by sending update package through CM Portal](#)

[Re-installing with the file C-MSetup.exe](#)

We recommend to do the update by sending update package through CM portal, because it's the only way how C-Monitor settings are adjusted, for example in the list of scheduled tasks

1. Update by sending update package through CM Portal

1. Step - Download the current version of the update package for C-Monitor Windows client, which can be found at [Download](#) [1].

2. Step - Import the downloaded update package to CM portal

After login to CM portal, go to section *Admin zone* -> *C-Monitor client* -> *C-Monitor client update* and press the button *Import package*, as displayed on the following image.

The screenshot shows the Customer Monitor portal interface. In the left sidebar, under the 'C-Monitor klient' section, the link 'Aktualizácia C-Monitor klienta' is highlighted with a red box and a red arrow labeled '1'. In the main content area, under the 'Aktualizácia C-Monitor klienta' section, the 'Importovať balík' button is highlighted with a red box and a red arrow labeled '2'. Below this, there is a table with columns: X, M, CM-ID počítača, Meno počítača v sieti, Umiestnenie počítača, Používateľ, Spoločnosť, Posl. odoslaný email do CM, Posl. online spojenie s CM, and Verzia C-Monitora. The table contains several rows of data, including computer IDs, names, users, and companies.

Image: Import aktualizačného balíčku do CM portálu

In the next window you'll choose the path to the saved update package on your drive. Items marked with number 2 will be filled automatically. then click the button import package.

The screenshot shows the 'Aktualizácia C-Monitor klienta' (Client C-Monitor Update) form. The form is divided into several sections. At the top, there are filters for 'Spoločnosť' (Company), 'Počítač & Umiestnenie' (PC & Location), 'Používateľ' (User), and 'Oper.' (Operation). Below these are fields for 'PC, na ktoré bol poslaný' (PC to which it was sent), 'balík s menom' (package name), 'Stav aktualizácie poslaného balíka je' (Status of the sent update package), and 'Hľadať' (Search). The main section is 'Aktualizačný balík' (Update package), which contains a text area for 'Archív súborov' (Archive files) and a 'Prehľadávať...' (Browse...) button. Below this is a red box containing the text: 'Aby bolo možné odoslať aktualizáciu balíka, tak musia byť mená súborov a adresárov bez diakritiky a nesmú obsahovať znak čiarok a bodkočiarky. Maximálna veľkosť archívu, ktorý môžete nahráť do aktualizácie balíka je 100MB. Mená súborov v archíve nesmú obsahovať diakritiku.' (To be able to send the update package, the file and directory names must be without diacritics and must not contain spaces and commas. The maximum size of the archive you can upload for the update package is 100MB. File names in the archive must not contain diacritics). Below this is a form for 'Meno nového balíka' (New package name), 'Typ balíka' (Package type), and 'Typ OS' (OS type). At the bottom, there is a red box containing the 'Importovať balík' (Import package) button, which is the final step in the process.

Image: Import aktualizáčného balíčku do CM portálu

When the package is successfully uploaded to CM portal, you'll see a report stating "The package was created successfully", and also name of the package and its components with a short description.

The screenshot shows the 'Výsledok akcie' (Action result) section. The section displays a message: 'Balík bol úspešne vytvorený' (Package was successfully created). Below this, the 'Aktualizačný balík' (Update package) section shows the package name, type, OS, and a list of components. The package name is 'CMonitor574.update-from-any-version-no-restart'. The package type is 'globálny' (global). The OS type is 'Windows'. The update mode is 'Skrytý' (hidden). The package description is 'Update na verziu 2.5.574.0. Pre viac informácií čítajte novinky na http://www.customermonitor.sk/press_nove_verzie.htm'. The package components are listed as '1. GENERAČNÉ ZLEPŠENIA' (1. GENERATION IMPROVEMENTS).

Image: Úspešný import aktualizáčného balíka do CM portálu

3. Step - distribution of the update package to concrete computers

When the update package is successfully uploaded to CM portal, you're still in the section *Admin zone -> C-Monitor client -> C-Monitor client update*. In the top right corner, choose the package you want to be sent. Search for the devices, to which you want the update package to be delivered through the upper filter. Select these devices on the left side and then press the button in the top right *Send to selected*, which delivers the package to all selected devices. This procedure is also displayed on the following image.

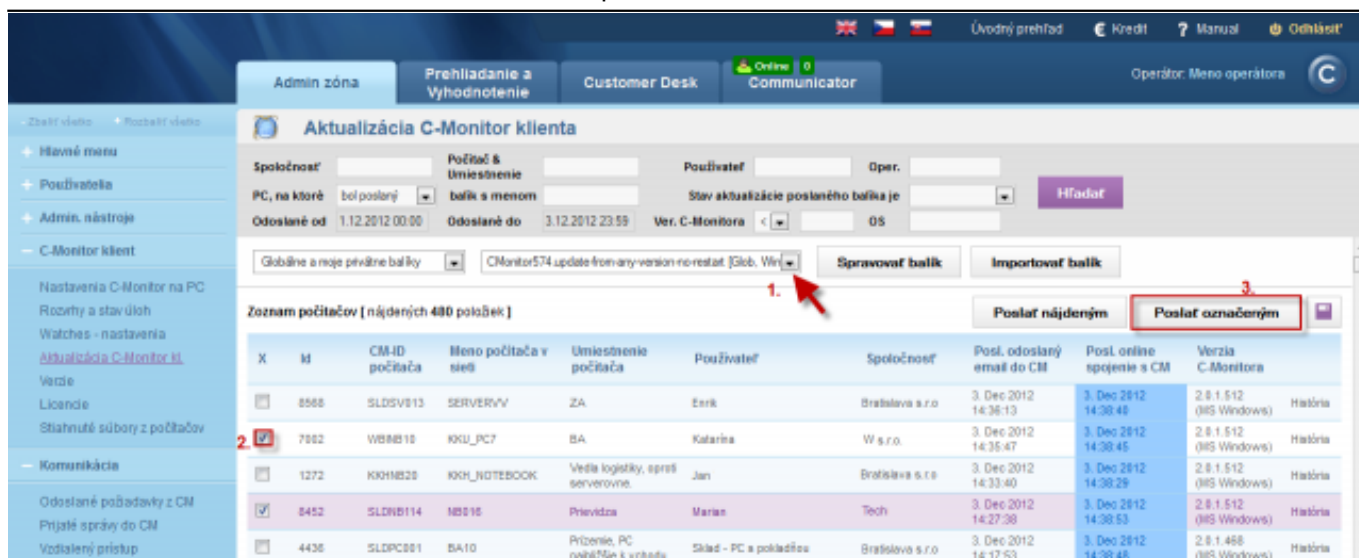


Image: Rozposlanie aktualizáčného balíčka C-Monitor Windows klienta na vybrané zariadenia

4. Step - Verification of successful installation

You can verify that the update package was installed successfully at *Admin zone -> C-Monitor client -> Versions*, where the C-Monitor client version must be the same as the one sent through the update package.

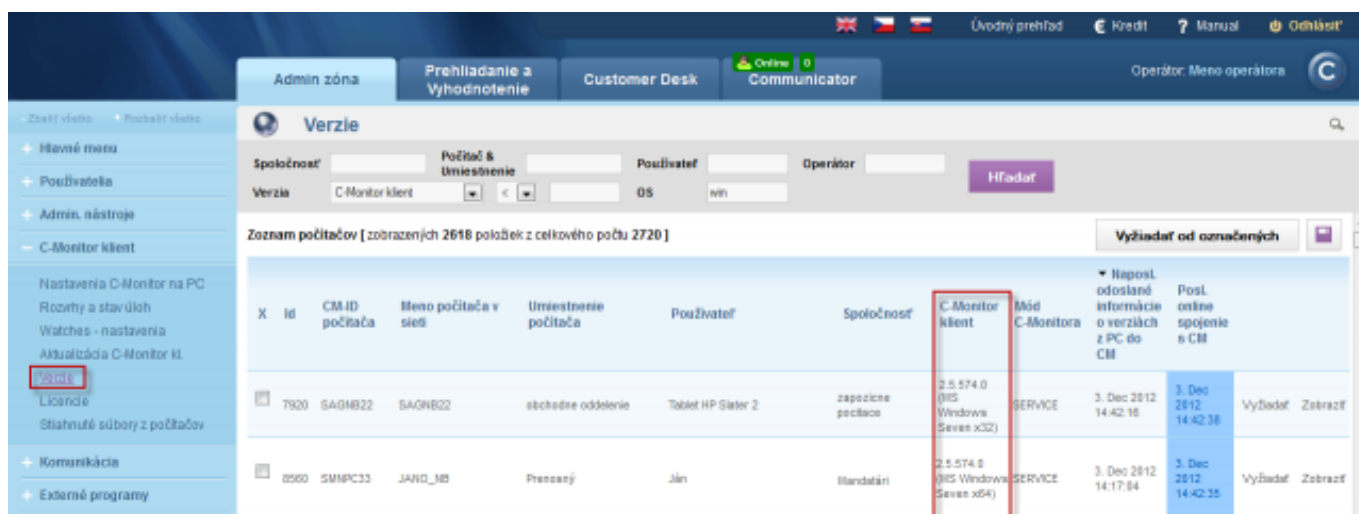


Image: Overenie aktuálnej verzie C-Monitor klienta

2. Re-installing with the file C-MSetup.exe

The installation package is configured to keep default system settings, therefore it doesn't make system changes. Update by reinstall is carried out just like a regular installation, which is described in the section [Installation](#) [2]. The current version of update package can be always found at [Download](#) [1]

Date:

11/05/2012



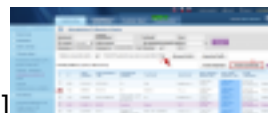
[3]



[4]



[5]



[6]



[7]

Links

[1] <https://www.customermonitor.eu/download>

[2] <https://www.customermonitor.eu/how-cm-works-0/components-and-architecture-cm/c-monitor-windows-client/installation>

[3] https://www.customermonitor.eu/sites/default/files/import%20balicka%20do%20cm_1.png

[4] <https://www.customermonitor.eu/sites/default/files/import%20balika%20win%20klient.png>

[5] <https://www.customermonitor.eu/sites/default/files/import%20balika%20win%20klient2.png>

[6] <https://www.customermonitor.eu/sites/default/files/import%20balika%20win%20klient3.png>

[7] <https://www.customermonitor.eu/sites/default/files/import%20balika%20win%20klient4.png>