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OpenText™ Endpoint Management

Agent Updates Reference

Legal Notice

About This Guide

This *OpenText™ Endpoint Management Agent Updates Reference* explains how to obtain updates on a timely basis and how to schedule automatic downloads of the updates. The guide includes the following sections:

Audience

This guide is intended for IT Administrator.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **comment on this topic** feature at the bottom of each page of the online documentation.

Additional Documentation

Endpoint Management is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the Online Documentation site.

Contents

1 Pre-deployment Settings

Perform the following tasks to configure your update process:

- Section 1.1, “Agent Update Settings,” on page 7
- Section 1.2, “Creating Deployment Stages,” on page 8

1.1 Agent Update Settings

You should configure the agent update settings before attempting to use it. Following are the settings that you can configure:

- Section 1.1.1, “Stage Timeout Settings,” on page 7
- Section 1.1.2, “Reboot Behavior,” on page 8

1.1.1 Stage Timeout Settings

Deployment stages are optional; however, stages allow you to deploy an update one step at a time, such as to a test group first, then to your managed devices.

The global default timeout setting is 3 days. This provides the same timeout length for each stage. For information about setting the timeout for individual stages, see “Modifying the Stage Timeout” on page 12.

Set this value to be long enough to accommodate updating all of the devices you plan to update.

When the timeout value is reached, the stage’s deployment stops. You can cancel the deployment, or you can clear the error to restart the stage and reset the timeout, or, you can ignore all pending devices to trigger a stage progression (either automatic, or wait for administrator action based on the setting).

To configure global stage timeout settings:

1. In Endpoint Management Console, click **Configuration** in the left pane.
2. On the **Configuration** tab, expand the **Management Zone Settings** panel (if necessary), click **Infrastructure Management**, then click **Agent Update Settings** to display the Stage Timeout Settings panel.
3. Select the **Stage Timeout** check box, then specify the days, hours, and minutes desired.
4. Click **Apply** to make the changes effective.
5. Either click **OK** to close the page, or continue with another configuration task.

   If you did not click **Apply** to make your changes effective, clicking **OK** does so. Clicking **Cancel** also closes the page, but loses your unapplied changes.

1.1.2 Reboot Behavior

Some updates do not require a device to be rebooted after they have been deployed to a device. However, if a reboot is required to complete the update process, the deployment is not completed until the device is rebooted.

To configure the reboot behavior:

1. In Endpoint Management Console, click **Configuration** in the left pane.
2. On the **Configuration** tab, expand the **Management Zone Settings** panel (if necessary), click **Infrastructure Management**, then click **Agent Update Settings** to display the Reboot Behavior panel:
3. Select one of the following options:
   - **Prompt User to Reboot When Update Finishes Applying:** After the update has been applied, a request to reboot is immediately displayed. If the user initially rejects rebooting, the user is periodically requested to reboot the device, until the device is rebooted.
     - **Reboot the device when no user is logged in:** Select this option to reboot the device even if no user has logged into the system.
     - **Reboot the device when it is locked:** Select this option to reboot the device if the device is locked. Prompt will not be displayed before rebooting the device.
   - **Do Not Reboot Device:** The device does not reboot; however, the user is periodically requested to reboot the device, until the device is rebooted.
     - **Start Endpoint Agent with limited functionality:** Select this option to start Endpoint Management services incase reboot is supressed while deploying the update to the device. It is not applicable for Primary Servers.
   - **Force Device to Reboot:** After the update has been applied, the device is automatically rebooted without user intervention if a reboot is required by the update.
4. Click **Apply** to make the changes effective.
5. Either click **OK** to close the page, or continue with another configuration task.

   If you did not click **Apply** to make some of your changes effective, clicking **OK** does so. Clicking **Cancel** also closes the page, but loses your unapplied changes.

1.2 Creating Deployment Stages

Deployment stages are optional; however, stages allow you to deploy an update one step at a time, such as to a test group first, then to your managed devices.

The following sections contain more information:

1.2.1 Understanding Stages

You can do the following with stages:

- Set them up for different devices or groups, such as for a test group, specific devices or device groups, or all managed devices in the zone.
- Modify an existing stage’s membership.
- Change the order in which the stages run.
- Rename and delete stages.
- Specify the default timeout for a stage. You can cancel the deployment, or you can clear the error to restart the stage and reset the timeout. Or, you can ignore all pending devices to trigger a stage progression (either automatic, or wait for administrator action based on the setting).
- Specify the reboot behavior when devices complete the update: prompt a reboot, force a reboot, or suppress rebooting.
- Specify how the update process is to advance through the stages:
  - Automatically, with or without notification
  - One stage at a time with notification when each stage is completed
  - Bypass the configured stages and immediately apply the update to all devices

There are many reasons for creating deployment stages:

- Testing the update on certain devices before deploying it to your production environment
- Grouping your devices in several stages so that the update process isn’t too intensive.
- Grouping the workstations in several stages so that the update process isn’t too intensive for the server being used to perform the updates.

Any managed devices that are not part of a stage are automatically updated after the last deployment stage has been processed.

You cannot configure stages when an update is in progress.

The following table explains the column information. For some columns, you can sort the listed information by clicking a column heading. Click it again to reverse the sorting order.

Table 1-1 *Deployment Stages column descriptions.*

Column Heading	Explanation
Ordinal	Displays the order in which the stages run. You can rearrange the staging order by using the **Move Up** and **Move Down** options. For more information, see “Rearranging the Staging Order” on page 14. The first stage listed always displays ordinal 1, the second, ordinal 2, and so on. Therefore, you do not need to include a sequence number in your stage names.

Column Heading	Explanation
Stage Name	Name of the stage, which you specify when creating the stage by using the **Action** > **Add Stage** option. Make this name descriptive enough to indicate its purpose.
Stage Members	This column contains the **View/Modify Members** option, which opens the Modify Stage Members dialog box that lists all of the members of the stage. You can use the dialog box to add or remove members from the stage. Stage membership can include individual devices and groups that contain devices. For more information, see "Modifying the Membership of a Deployment Stage" on page 13.
Staging Behavior	Displays the current behavior for each stage, which you can change by using the **Action** > **Modify Staging Behavior** option. For more information, see "Modifying Staging Behavior" on page 12.
Reboot Behavior	Displays the reboot behavior of devices after the update is deployed. Some updates do not require a device to be rebooted after they have been deployed to a device. However, if a reboot is required to complete the update process, the deployment is not completed until the device is rebooted. You have the following reboot options: ◆ **Prompt User to Reboot When Update Finishes Applying:** After the update has been applied, a request to reboot is immediately displayed. If the user initially rejects rebooting, the user is periodically requested to reboot the device, until the device is rebooted. ◆ **Reboot the device when no user is logged in:** Select this option to reboot the device even if no user has logged into the system. ◆ **Reboot the device when it is locked:** Select this option to reboot the device if the device is locked. Prompt will not be displayed before rebooting the device. ◆ **Do Not Reboot Device:** The device does not reboot; however, the user is periodically requested to reboot the device, until the device is rebooted. ◆ **Start Endpoint Agent with limited functionality:** Select this option to start Endpoint Management services incase reboot is supressed while deploying the update to the device. It is not applicable for Primary Servers. ◆ **Force Device to Reboot:** After the update has been applied, the device is automatically rebooted without user intervention, if a reboot is required by the update. For more information, see "Modifying Reboot Behavior" on page 13.

Column Heading	Explanation
Stage Timeout	Displays the stage timeout, which you can change by using the Action > Modify Stage Timeout option. The default is 3 days, 0 hours, and 0 minutes, which is the global timeout value that can be changed in "Stage Timeout Settings" on page 7. Changing the value here only changes it for the selected deployment stage. You can cancel the deployment, or you can clear the error to restart the stage and reset the timeout. Or, you can ignore all pending devices to trigger a stage progression (either automatic, or wait for administrator action based on the setting). For more information, see "Modifying the Stage Timeout" on page 12.

1.2.2 Creating and Populating a Deployment Stage

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the Deployment Stages panel, click **Action**, then select **Add Stage**.

   You cannot add a stage while a deployment is in process.
3. Specify a deployment stage name, then click **OK**.

   Deployment stages appear as device folders on the **Devices** tab, so you should specify names that help you to know a folder's purpose.

   You might want to include something like "Deployment Stage" at the beginning of the name to sort the groups in the devices listing in Endpoint Management Console.

   A newly created stage does not have any members. You must modify the stage's membership to add them.
4. Add devices to a deployment stage:

   4a In the **Stage Members** column, click **View/Modify Members** for the stage for which you want to add members.

   4b Click **Add**, browse for and select the devices, then click **OK**.

   You can add individual devices or device groups, or any combination of them.

   You can have both managed servers and workstations in the same deployment stage or in different stages, or you can split your servers and workstations into separate deployment stages.

   4c Repeat Step 4b until you are finished adding members to the stage.

   4d To add members to another stage, repeat Step 4a through Step 4c.
5. Repeat Step 2 through Step 4 until you have created all of your deployment stages.
6. If you need to reorder the sequence of the deployment stages, select a stage, then click **Move Up** or **Move Down**.

   If you are using one of the stages for test purposes, make sure that it is first in the listing.

1.2.3 Modifying the Stage Timeout

A stage timeout sets the length of time before a stage terminates. The default timeout is 3 days. You set the value for individual stage timeouts by using the procedure in this section. The global stage timeout value is established by following the steps in "Stage Timeout Settings" on page 7.

You cannot modify a stage if an update is in progress.

To set the timeout value for a selected stage:

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the Deployment Stages panel, select the check box for a stage, click **Action**, then select **Modify Stage Timeout**.
3. Specify the timeout value.

   This change in timeout value only applies to the selected stage. If you specify a timeout value for this stage, set its value to be long enough to accommodate updating all of the devices in the stage.

   You can cancel the deployment, or you can clear the error to restart the stage and reset the timeout. Or, you can ignore all pending devices to trigger a stage progression (either automatic, or wait for administrator action based on the setting).
4. (Optional) Select the **Use Global Stage Timeout Setting for All Stages** check box to specify using the global timeout value (default of 3 days, 0 hours, and 0 minutes).

   For more information, see "Stage Timeout Settings" on page 7.
5. Click **OK**.

1.2.4 Modifying Staging Behavior

The default stage behavior is to automatically advance through the configured stages. You can change this default behavior. If you change the staging behavior for one stage, the change becomes effective for all stages.

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the Deployment Stages panel, select the check box next to any stage, click **Action**, then select **Modify Stage Behavior**.
3. Select one of the following stage behaviors:

   Advance Automatically: As soon as one stage has completed its updates, the next stage begins. This is the default behavior (its check box is enabled).

   After the last stage has completed, all applicable devices that are not members of a stage are then processed.

   Advance Manually: Use this method for user action between the stages, such as reviewing the results of an update to a test group.

   This option automatically starts the first stage. After any stage has completed, then the system waits for you to manually start the next stage.
4. Click **OK**.

1.2.5 Modifying Reboot Behavior

Some updates do not require a device to be rebooted after they have been deployed to a device. However, if a reboot is required to complete the update process, the deployment is not completed until the device is rebooted.

To modify the reboot behavior:

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the Deployment Stages panel, select the check box for one or more the deployment stages, click **Action**, then click **Modify Reboot Behavior**.
3. Select one of the following options:
   - **Prompt User to Reboot When Update Finishes Applying:** After the update has been applied, a request to reboot is immediately displayed. If the user initially rejects rebooting, the user is periodically requested to reboot the device, until the device is rebooted.
     - **Reboot the device when no user is logged in:** Select this option to reboot the device even if no user has logged into the system.
     - **Reboot the device when it is locked:** Select this option to reboot the device if the device is locked. Prompt will not be displayed before rebooting the device.
   - **Do Not Reboot Device:** The device does not reboot; however, the user is periodically requested to reboot the device, until the device is rebooted.
     - **Start Endpoint Agent with limited functionality:** Select this option to start Endpoint Management services incase reboot is supressed while deploying the update to the device. It is not applicable for Primary Servers.
   - **Force Device to Reboot:** After the update has been applied, the device is automatically rebooted without user intervention, if a reboot is required by the update.
4. Click **OK**.

1.2.6 Modifying the Membership of a Deployment Stage

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. (Optional) Add devices to a deployment stage:
   - **2a** In the **Stage Members** column, click **View/Modify Members** for the stage for which you want to add members.
   - **2b** Click **Add**, browse for and select the devices, then click **OK**.

     You can add individual devices or device groups, or any combination of them.

     You can have both managed servers and workstations in the same deployment stage or in different stages, or you can split your servers and workstations into separate deployment stages.
   - **2c** Repeat Step 2b until you are finished adding members to the stage.
   - **2d** To add members to another stage, repeat Step 2a through Step 2c.

3 (Optional) Remove devices from a deployment stage:

3a In the **Stage Members** column, click **View/Modify Members** for the stage for which you want to remove members.

3b Select the check box next one or more devices that you want to remove, then click **Remove**.

4 Click **OK** when you have finished configuring the stage's membership.

1.2.7 Renaming a Deployment Stage

1 In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.

2 In the Deployment Stages panel, click the check box for the deployment stage to be renamed.

3 Click **Rename**.

4 In the Rename dialog box, specify the new name, then click **OK**.

1.2.8 Deleting a Deployment Stage

1 In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.

2 In the Deployment Stages panel, click the check box for one or more of the deployment stages to be deleted.

3 Click **Delete**.

Deleted stages cannot be recovered.

1.2.9 Rearranging the Staging Order

All updates that use stages deploy to the devices that are members of the stages according to the currently listed staging order.

To rearrange the staging order:

1 In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.

2 In the Deployment Stages panel, click the check box for the deployment stage to be moved.

3 Click **Move Up** or **Move Down** as necessary to rearrange the staging order.

4 Repeat Step 2 and Step 3 as necessary for each stage.

2 Managing Update Downloads

The Available Agent Updates panel on the Agent Updates page displays the updates that are available after you have checked for them.

The following sections contain more information:

2.1 Understanding Available Updates

The following table explains the column information and the **Auto Refresh** drop-down list (on the right side of the panel, above **Target Type**). For some columns, you can sort the listed information by clicking a column heading. Click it again to reverse the sorting order.

Table 2-1 *Available Agent Updates column descriptions.*

Column Heading or List	Explanation
Update Name	Displays the name of the update. Click the name to access the Release Details page. For more information, see Chapter 4, “Reviewing the Content of an Update,” on page 31.
Release Date	Displays the date that the update was created.
Download Date	Displays the date that you downloaded the update.
Applied Date	Displays the date that you first applied the update.
Status	Displays the current status of the update, which is automatically updated every 15 seconds. For more information on the individual statuses, see Chapter 5, “Update Statuses,” on page 35.
Importance	Displays the relative importance of the update’s content. Some possible entries include: High: A required update that mist be applied.
Target Type	Displays the type of update, such as: **All Devices:** The update applies to all managed devices.

Column Heading or List	Explanation
Auto Refresh	Click Auto Refresh (the menu item on the right side of the panel, above Target Type), then select one of the following: ◆ No Auto Refresh ◆ 15-second Refresh ◆ 30-second Refresh ◆ 60-second Refresh By default the panel view is not automatically refreshed. However, you can manually refresh the view by clicking the Agent Updates tab.

2.2 Authorizing an Update

You can authorize any downloaded update before configuring it. The deploy options are available only if the updates are configured and authorized.

To authorize an update:

1. In Endpoint Management Console, click Configuration in the left pane, then click the Agent Updates tab.
2. Select the check box for the Agent Update that you want to authorize.
3. Click Action > Authorize Update.

2.3 Canceling or Deleting a Agent Update

You can delete the update from the Available Agent Updates list.

To delete an update:

1. In Endpoint Management Console, click Configuration in the left pane, then click the Agent Updates tab.
2. Select the check box for the Agent Update that you want to delete, then click Action > Delete Update.

   Deleting an update removes it from the list and all downloaded files are removed. However, if the deleted update is still available on the update server the next time that you check for updates, it is displayed in the list again for possible downloading.
3. Click OK to confirm the deletion.

3 Deploying Updates

3.1 Understanding Deploying Updates

You have the following options for deploying an update:

- Deploy the update to all devices without using deployment stages.
- Deploy the update by using deployment stages where one stage automatically starts after the previous one has completed.
- Deploy the update by using deployment stages. You can use this option to test the update before deploying it to all devices in your production environment.
- Deploy the update to specific devices (selected individually and by device groups) without using deployment stages. You can use this option to test the update before deploying it to all devices in your production environment.

When you retire a device in Endpoint Management Console the device gets into the retired state only after the Endpoint Agent is refreshed on the device. You can either wait for the default device refresh to complete (the default device refresh interval is set to 12 hours) or you can manually refresh the agent. After the agent is refreshed and the device has moved to the retired state, you can deploy the update to the remaining devices in the zone. If you deploy the update before the agent is refreshed, the update is applied to the retired device as well.

Although the retired device will show the Agent Update assignment on the device details page in Endpoint Management Console, the agent update service will not apply the assignment as long as the device is retired.

The Deploying Agent Updates panel displays the progress and results of deploying an update.

Updates are removed from this panel when the entire update process completes. You can view the Deployment History panel on the Release Details page for information on deployed updates.

The following table explains the column information. For some columns, you can sort the listed information by clicking a column heading. Click it again to reverse the sorting order.

Table 3-1 *Deploying Agent Updates column descriptions*

Column Heading	Explanation
Update Name/ **Stage Name**	Displays the name of the Agent Update, or name of the stage in which the Agent Update was deployed. Following are the various stage names: ◆ **stage_name:** The update is being deployed to the managed devices that are members of the current stage that is listed. ◆ **Selected Devices Stage:** The update is being deployed to selected managed devices without the use of stages. ◆ **All Devices Stage:** The update is being deployed to all managed devices in the Management Zone without the use of stages. After the Agent Update is deployed to all devices in the Deployment Stages, the update will be deployed to the remaining devices (devices that are not a part of any deployment stage) in the zone. While deploying the update to the remaining devices, the **Update Name /Stage Name** will be **All Devices Stage**. If stages are being used, then click a stage name to view the device status for each stage member. All Devices Stage is displayed after the last stage has completed, which means any devices left in the Management Zone that were not part of a completed stage are then receiving the update. In other words, managed devices are not allowed to skip a Agent Update.
Start Schedule	Displays the current schedule, if any has been set. Use the Reschedule Deployment action to reschedule the update. For more information, see Section 3.3, “Rescheduling a Deployment,” on page 22. Each device can have its own schedule.

Column Heading	Explanation
Reboot Behavior	Displays the reboot behavior of devices after the update is deployed. Some updates do not require a device to be rebooted after they have been deployed to a device. However, if a reboot is required to complete the update process, the deployment is not completed until the device is rebooted. You have the following reboot options: ◆ **Prompt User to Reboot When Update Finishes Applying:** After the update has been applied, a request to reboot is immediately displayed. If the user initially rejects rebooting, the user is periodically requested to reboot the device, until the device is rebooted. This is the default. ◆ **Reboot the device when no user is logged in:** Select this option to reboot the device even if no user has logged into the system. ◆ **Reboot the device when it is locked:** Select this option to reboot the device if the device is locked. Prompt will not be displayed before rebooting the device. ◆ **Do Not Reboot Device:** The device does not reboot; however, the user is periodically requested to reboot the device, until the device is rebooted. ◆ **Start Endpoint Agent with limited functionality:** Select this option to start Endpoint Management services incase reboot is supressed while deploying the update to the device. It is not applicable for Primary Servers. ◆ **Force Device to Reboot:** After the update has been applied, the device is automatically rebooted without user intervention, if a reboot is required by the update.
Stage	Indicates the deployment state. The possible entries are: ***stage_name*:** The update is being deployed to the managed devices that are members of the current stage that is listed. **Selected Devices Stage:** The update is being deployed to selected managed devices without the use of stages. **All Devices Stage:** The update is being deployed to all managed devices in the Management Zone without the use of stages. All Devices Stage is displayed after the last stage has completed, which means any devices left in the Management Zone that were not part of a completed stage are then receiving the update. In other words, managed devices cannot skip an update. If stages are being used, click a stage name to view the device status for each stage member. For more information, see Section 3.7, “Viewing Status by Device,” on page 24.

Column Heading	Explanation
Status	Indicates the status of the update being deployed (for the current stage, if stages are being used). For information on the possible statuses, see Chapter 5, "Update Statuses," on page 35. Click an item in the **Status** column to view a message explaining the current status. When the status for an update reaches either the APPLIED or BASELINE status, the update deployment item is no longer displayed in this panel, but is displayed in the Deployment History panel. For more information, see Section 3.7, "Viewing Status by Device," on page 24.
Pending	Displays the number of devices for which the update deployment process is pending. A device can be pending if it is a member of a stage when stages are not automatically started after another stage completes. Click the number to view the Status by Device page, which displays the devices that have a pending deployment of the update. For more information, see Section 3.7, "Viewing Status by Device," on page 24.
Successful	Displays the number of devices for which the update deployment process is complete. Click the number to view the Status by Device page, which displays the devices that successfully received the update. For more information, see Section 3.7, "Viewing Status by Device," on page 24.
Failed	Number of devices for which the update deployment process has failed. Click the number to view the Status by Device page, which displays the devices that failed to receive the update. For more information, see Section 3.7, "Viewing Status by Device," on page 24. For failed deployments, you have the option of ignoring the error and continuing, or you can redeploy the update if the error has been resolved.

3.2 Deploying Updates

1. (Optional) If you want to use deployment stages, set them up if you have not previously done so.

   For more information, see Section 1.2, "Creating Deployment Stages," on page 8.

2. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab to display the Available Agent Updates panel.

3. (Optional) To view the content of an available update, click the name of the update (in the **Update Name** column) to display the Release Details page:

   For more information, see Chapter 4, "Reviewing the Content of an Update," on page 31.

4. To deploy an update, you should authorize the update. To authorize an update, select the check box for the Agent Update that you want to authorize, click **Action**, and then select **Authorize Update**.

   For more information, see "Authorizing an Update" on page 16

5 To deploy an update, select the check box for the update that you want to deploy, click **Action** > **Deploy Update to Devices**.

You can deploy only one update at a time.

If you want to review the content of the update that you downloaded, see Chapter 4, "Reviewing the Content of an Update," on page 31.

If you want to download a different update for deployment, return to Step 3.

This starts the Create Agent Update Deployment Wizard for deploying the update to all applicable devices. If deployment stages are enabled, they can be used.

The Deployment Wizard provides you with many options, including scheduling the deployment.

6 In the Deployment Wizard, complete the following steps:

6a On the Choose the Agent Update and Deployment Option page, select a deployment option (all of them can be scheduled in a subsequent wizard page).

- **Deploy Agent Update to selected devices in the Management Zone:** Deploys the selected update to only the devices that you select in Step 6c. Stages are not used. If you choose this option, the next page of the wizard lets you select the reboot behavior for the devices included in the deployment.
- **Deploy Agent Update to all devices in the Management Zone:** Deploys the selected update to all devices in the Management Zone. Stages are not used. If you choose this option, the next page of the wizard lets you select the reboot behavior for the devices included in the deployment.
- **Deploy Agent Update to devices using Stages in the Management Zone:** The selected update is deployed to only the devices that have membership in one of the stages. The stages are executed one after the other; that is, a stage does not start until the previous stage completes. After all stages complete, the **All Devices** stage is run. If you choose this option, and because the reboot behavior is set per stage, the next page of the wizard lets you select the reboot behavior for the All Devices Stage, which runs automatically after all other stages.

  For more information on stages, see the Section 1.2, "Creating Deployment Stages," on page 8.

6b Click **Next** and select one of the following options, and then click **Next**:

- **Prompt User to Reboot When Update Finishes Applying:** After the update has been applied, a request to reboot is immediately displayed. If the user initially rejects rebooting, the user is periodically requested to reboot the device, until the device is rebooted. This is the default.
  - **Reboot the device when no user is logged in:** Select this option to reboot the device even if no user has logged into the system.
  - **Reboot the device when it is locked:** Select this option to reboot the device if the device is locked. Prompt will not be displayed before rebooting the device.
- **Do Not Reboot Device:** The device does not reboot; however, the user is periodically requested to reboot the device, until the device is rebooted.
  - **Start Endpoint Agent with limited functionality:** (Optional) Select this option to start Endpoint Agent with limited functionality without rebooting the device.
- **Force Device to Reboot:** After the update has been applied, the device is automatically rebooted without user intervention, if a reboot is required by the update.

Some updates do not require a device to be rebooted after they have been deployed to a device. However, if a reboot is required to complete the update process, the deployment is not completed until the device is rebooted.

6c (Conditional) If you selected **Deploy Agent Updates to Selected Devices** in the Management Zone in Step 6a.

Add devices or groups to the deployment configuration, click **Add**, browse for and select the devices or device groups to include in the update deployment, then click **OK**.

Click **Next** to display the Choose the Deployment Schedule page.

6d Fill in the fields:

Schedule Type: Select one of the schedule options:

- **Now:** Immediately deploys the update when you finish the wizard.
- **Date Specific:** Deploys the update according to the schedule that you set. The following options are displayed for the **Date Specific** option:

  Fill in the fields:

  - **Start Date:** Select the deployment date from the calendar.
  - **Run Event Every Year:** Select this option to deploy the update every year on the start date.
  - **Process Immediately if Device Unable to Execute on Schedule:** Do not use this option for updates. It does not apply to updates.
  - **Start Immediately at Start Time:** Lets you deploy updates at the start time you specify.
  - **Start at a Random Time Between Start and End Times:** Lets you deploy updates at a random time between the times you specify. Fill in the **End Time** fields.

6e Click **Next** to display the Review Deployment Options page, and review the information. Click **Back** to make changes.

7 Click **Finish** to start the deployment.

8 (Conditional) If you chose the deployment schedule type as **Now**, then the update is deployed only during the next device refresh schedule. However, if you want to immediately apply the update to the device, you must manually refresh the managed device in one of the following ways:

- Click the **Devices** tab > the **Managed** tab > **Servers** or **Workstations**, then select the check box next to the devices you want to refresh, click **Quick Tasks** > **Refresh Device**.
- On the managed device, right-click the icon, then click **Refresh**.

9 To deploy another update, repeat from Step 3.

3.3 Rescheduling a Deployment

You cannot reschedule a deployment after it starts:

- Section 3.3.1, “Rescheduling a Deployment for the All Stages Status,” on page 23
- Section 3.3.2, “Rescheduling a Deployment for the Other Statuses,” on page 23

3.3.1 Rescheduling a Deployment for the All Stages Status

1. Select the check box for an update.

   Because all devices do not need to have the update deployed at the same time, you can set individual deployment schedules for the devices.
2. Click **Action** > **Reschedule Deployment** to open the Redeployment Schedule dialog box.
3. Either click **OK** to accept the default schedule of **Now**, or select **Date Specific** in the **Schedule Type** field, specify the new date, then click **OK**.

3.3.2 Rescheduling a Deployment for the Other Statuses

1. Select the check box for an update.
2. Click **Action** > **Reschedule Deployment**.
3. In the Status by Device page, select the check box for an update, then click **Reschedule Deployment**.
4. On the Status by Device page, select one or more devices that are listed in the **Device** column.
5. Click **Reschedule Devices** to open the Redeployment Schedule dialog box.
6. Either click **OK** to accept the default schedule of **Now**, or select **Date Specific** in the **Schedule Type** field and specify the new date, then click **OK**.

3.4 Bypassing Staging

You can bypass the stages at any time and immediately deploy the update to all managed devices in the Management Zone.

1. In the Deploy Agent Updates panel, select the check box for an update.
2. Click **Action** > **Bypass Stages and Apply to All Devices**.

3.5 Clearing an Error to Retry a Deployment

To continue with the deployment after determining that an error is not serious enough to stop the deployment:

1. In the Deploy Agent Updates panel, select the check box for an update.
2. Click **Action** > **Clear Error and Continue**.

3.6 Agent Update Fails on the Device with an Error Code

When you deploy an update on the managed device, the Agent Update checks for the availability of the Windows installer service, before making any change to the device.

If installation of other MSIs, not related to Endpoint Management, is in progress and the Agent Update installation begins, the update of subsequent Endpoint Management MSIs fails.The Windows installer displays the following error with the error code 1618:

ERROR_INSTALL_ALREADY_RUNNING

You need to redeploy the update on the managed device to successfully update the Endpoint Management MSIs.

3.7 Viewing Status by Device

The following sections contain more information:

3.7.1 Understanding Device Statuses

In the Deploying Agent Updates panel, you can click any of the underlined links to display the corresponding status of devices. For example, if you click the link in the **Pending** column, you see the status of devices on which the deployment is pending.

The possible statuses that can be viewed on this page are:

Pending Devices: Lists only the devices where the selected update is pending.

Successful Devices: Lists all of the devices where the selected update has been successfully deployed.

Failed Devices: Lists only the devices where the selected update failed.

The following table explains the column information. For some columns, you can sort the listed information by clicking a column heading. Click it again to reverse the sorting order. This page refreshes automatically to allow you to work with devices as the update is applied on them.

Column Heading	Explanation
Device	The device name. Click the device name to display the property of the device.
Status	The current update deployment status for the device. Click the status item to view information about the status. For more information on the individual statuses, see Chapter 5, “Update Statuses,” on page 35.
Device Type	Whether the device is a server or workstation.

Column Heading	Explanation
In Folder	The folder where the device object resides in the Endpoint Management Console.

3.7.2 Viewing a Device Properties

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the Deploying Agent Updates panel, click an underlined link in the **Update Name**, **Stage**, **Pending**, **Successful**, or **Failed** column to display the appropriate Status by Device page.

   For example, if you click the link in the **Pending** column, you see the status of devices on which the deployment is pending.
3. Click the underlined link in the **Device** column to display the device's properties.

3.7.3 Viewing Information of a Device Status

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the Deploying Agent Updates panel, click an underlined link in the **Update Name**, **Stage**, **Pending**, **Successful**, or **Failed** column to display the appropriate Status by Device page.
3. Click the underlined link in the **Status** column to display status information about the device.

3.7.4 Viewing Status by Device - Advanced

This page displays the status of devices in the Advanced view based on your selection in the Deploying Agent Updates panel. To view Status by Device Advanced page:

1. In **Endpoint Management Console**, click **Configuration**, and then click **Agent Updates** tab.
2. In the **Deploying Agent Updates** panel, click any device status link.
3. In the Status by Device page, click the **Advanced** button.

   Status by Device Advanced page is displayed. Depending on your selection in the Deploying Agent Update panel, the displayed column might vary.

Table 3-2 *Status by Device - Advanced view column information*

Column Heading	Description
Ignored	Displays a check mark next to ignored devices.
Device	Displays the device name. Click the name to display the properties of the device.

Column Heading	Description

Reboot Behavior	Displays the reboot behavior of devices after the update is deployed.
	
	Some updates do not require a device to be rebooted after they have been deployed to a device. However, if a reboot is required to complete the update process, the deployment is not completed until the device is rebooted.
	
	You have the following reboot options:
	
	◆ **Prompt User to Reboot When Update Finishes Applying:** After the update has been applied, a request to reboot is immediately displayed. If the user initially rejects rebooting, the user is periodically requested to reboot the device, until the device is rebooted.
	  ◆ **Reboot the device when no user is logged in:** Select this option to reboot the device even if no user has logged into the system.
	  ◆ **Reboot the device when it is locked:**
	  Select this option to reboot the device if the device is locked. Prompt will not be displayed before rebooting the device.
	◆ **Do Not Reboot Device:** The device does not reboot; however, the user is periodically requested to reboot the device, until the device is rebooted.
	◆ **Start Endpoint Agent with limited functionality:** Select this option to start Endpoint Management services in case reboot is suppressed while deploying the update to the device.
	◆ **Force Device to Reboot:** After the update has been applied, the device is automatically rebooted without user intervention, if a reboot is required by the update.

Status	Displays the current Agent Update deployment status for the device. To view status information, click the status item. For more information on Status, see "Update Statuses" on page 35.
Device Type	Displays whether the device is a server or a workstation.

Column Heading	Description
Source	Displays the name of the source through which the Agent Update was assigned to the device. Agent Update source can be assigned directly, or through a group or folder.
Applied Date	Displays the date when the Agent Update was applied on the device. This column is displayed only for devices on which the Agent Update is successfully applied.
In Folder	Displays the Endpoint Management Console folder where the device object resides.
Auto Refresh	To define the interval at which the information should be refreshed, click Auto Refresh and select the required option: ◆ No Auto Refresh ◆ 15-Second Refresh ◆ 30-Second Refresh ◆ 60-Second Refresh

3.7.5 Toggling Ignored Devices

Ignoring a device is helpful if an update fails on a device and you want to continue with the deployment without resolving the error. For example, if a device is offline, you might want to ignore that device so that the deployment can continue.

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the **Deploying Agent Updates** panel, click an underlined link in the **Update Name**, **Stage**, **Pending**, **Successful**, or **Failed** column to display the appropriate Status by Device page.
3. Select the check box next to one or more devices.
4. Click **Action** > **Toggle Ignored Devices**.

   The options available in the **Action** menu varies, depending on whether you are viewing the All Assigned Devices Status panel, the Devices with Pending Status panel, or the Devices with Failed Status panel. If you are viewing the Devices with Success Status panel, no options are available.

3.7.6 Redeploying Updates to Devices

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the **Deploying Agent Updates** panel, click an underlined link in the **Update Name**, **Stage**, **Pending**, **Successful**, or **Failed** column to display the appropriate Status by Device page.
3. Select the check box next to one or more devices.

4 Click **Action** > **Redeploy Update to Devices**.

The options available from the **Action** menu vary, depending on whether you are viewing the All Assigned Devices Status panel, the Devices with Pending Status panel, or the Devices with Failed Status panel. If you are viewing the Devices with Success Status panel, no options are available.

3.7.7 Refreshing Devices

1 In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.

2 In the **Deploying Agent Updates** panel, click an underlined link in the **Update Name**, **Stage**, **Pending**, **Successful**, or **Failed** column to display the appropriate Status by Device page.

3 Select the check box next to one or more devices.

4 Click **Action** > **Refresh Device**.

The options available from the **Action** menu vary, depending on whether you are viewing the All Assigned Devices Status panel, the Devices with Pending Status panel, or the Devices with Failed Status panel. If you are viewing the Devices with Success Status panel, no options are available.

3.7.8 Searching - Status by Device

The search panel in the Status by Device page enables you to narrow the number of devices displayed. Based on your selection in the Deploying Agent Update panel, the fields displayed in the search panel might vary.

Table 3-3 *Status by Device - Search panel information*

Field	Description
Device Name	Specify the device name.
Status	Select the type of request you want to include in the search result. Depending on your selection in the Deploying Agent Update panel, the displayed status fields might vary.
Device Type	Select the type of device you want to include in the search result.
In Folder	Specify the name of the folder in which the device object resides in the Endpoint Management Console.
Include Ignored Device	Select this option to include ignored devices in your search results. This field is displayed only for devices with Pending and Failed status.

3.8 Deleting Updates

You can clear an update that fails to download, or an update that you do not want to deploy.

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the Available Agent Updates panel, select the check boxes for one or more updates.
3. Click **Action** > **Delete Update**.

   The update is deleted from the list and all downloaded files are removed. However, if the deleted update is still available on the update server, it is displayed in the list again for possible downloading the next time that you check for updates.

4 Reviewing the Content of an Update

You might want to review the content of an update for the following reasons:

- To determine whether to download the update
- To determine whether to deploy a downloaded update
- To review what was deployed by the update
- To review the history of the update

This section contains the following information:

4.1 Viewing the Release Details Page

1. In Endpoint Management Console, click **Configuration** in the left pane, then click the **Agent Updates** tab.
2. In the Available Agent Updates panel, click an update name in the **Update Name** column to display the Release Details page:.

4.2 Update Release Details

Table 4-1 *Information from the Agent Update Release Details Panel*

Column Heading	Explanation
Update Name	The name of the update, which is created by Micro Focus.
Update GUID	The update’s GUID.
Release Date	The date the update was released by Micro Focus.
Download Date	The date you downloaded the content of the update, including all files necessary to install the update.
Priority Level	The relative importance of the update’s content to your Endpoint Management installation. Some possible entries: **OPTIONAL:** Not required for normal operation of Endpoint Management. **MANDATORY:** A required update that must be applied.
Description	Brief information about the purpose of the update and its content.

Column Heading	Explanation
Targets	Indicates whether the target devices are managed devices.
Product Version	The version of this update.
Prerequisite Updates	Any updates that are required for this update.
Superseded Updates	Any updates that the current update supersedes.
Update Notes	Brief information about important issues related to the update.
Update Readme	Information pertinent to deploying the update, such as last-minute instructions. Click this entry to open the Readme.
Updated Files	Lists all of the files contained in the update that will be applied.

4.3 Deployment History

This Deployment History panel displays a current snapshot of the history for the selected update. It does not automatically refresh its content.

The following sections contain more information:

- Section 4.3.1, “Understanding Deployment History Details,” on page 32
- Section 4.3.2, “Performing Deployment History Tasks,” on page 33

4.3.1 Understanding Deployment History Details

Table 4-2 *Columns for the Deployment History Details Panel*

Column Heading	Explanation
Stage	Indicates the deployment method used. The possible entries are: ***stage_name*:** The update was deployed to the managed devices that are members of the stage that is listed. **Selected Devices Stage:** The update was deployed to selected managed devices in the Management Zone that are not members of a stage. **All Devices Stage:** The update was deployed to all managed devices in the Management Zone that are not members of a stage.

Column Heading	Explanation
Status	Indicates the status of the update that was successfully deployed, such as **Applied** or **Baselined**. **In Process:** The update is currently being deployed to the members of the stage. For more information on the individual statuses, see Chapter 5, "Update Statuses," on page 35.
Pending	Displays the number of devices for which the update deployment process is pending. A device can be pending if it is a member of a stage when stages are not automatically started after another stage completes. Click the number to view the Status by Device page, which displays the devices that have the deployment of the update pending.
Successful	Displays the number of devices for which the update deployment process has completed. Click the number to view the Status by Device page, with the devices displayed that successfully received the update.
Failed	Displays the number of devices for which the update deployment process has failed. Click the number to view the Status by Device page, which displays the devices that failed to receive the update. For failed deployments, you have the option of ignoring the error and continuing, or you can redeploy the update if the error has been resolved.

4.3.2 Performing Deployment History Tasks

Table 4-3 *Tasks for Evaluating an Update's Deployment History*

Task	Steps	Additional Details
View which devices have their deployment pending	1. In the Deployment Stages panel, click the number in the **Pending** column. 2. On the Status by Device page, review the information.	Displays devices where the deployment of the update is pending.
View the devices where deployment was successful	1. In the Deployment Stages panel, click the number in the **Successful** column. 2. On the Status by Device page, review the information.	Displays devices that have had the selected update successfully applied.

Task	Steps	Additional Details
View which devices had the deployment fail	1. In the Deployment Stages panel, click the number in the **Failed** column. 2. On the Status by Device page, review the information.	Displays devices where the update deployment failed. In order to consider a deployment successfully finished when there are failed devices, the failed devices should either be ignored, or the error should be fixed before you redeploy the update to those failed devices.

5 Update Statuses

The following update statuses can be displayed in the **Status** column of several Agent Update panels in Endpoint Management Console:

Aborted: The deployment of the update was stopped, such as by selecting **Action** > **Cancel Deployment**.

Applied: The update was successfully applied to the managed devices.

Available: Updates with this status have downloaded the information about the update, which you can view by clicking the update name in the **Update ID** column.

Awaiting Reboot: The device is waiting for you to manually reboot after the update has been applied.

Canceled: Displays after you select **Action** > **Cancel Download** and the download or deployment was successfully canceled.

Canceling: Temporarily displays after you select **Action** > **Cancel Download**.

Deploying: The update is currently being deployed. See Chapter 3, “Deploying Updates,” on page 17 for further deployment information and for actions that you can take on an update that is being deployed.

Downloaded: You have downloaded the update’s content and it is ready for deployment. See Chapter 3, “Deploying Updates,” on page 17 for further deployment information and for actions that you can take on an update that has been deployed.

Downloading: Displays a percentage of completion during the downloading process. This status changes to **Downloaded** when the download is complete.

Error: The stage failed to complete because of an error with one or more of the devices being updated. You can select to ignore the error and continue, or to fix the error before continuing. This status can also indicate an error in downloading the update.

In Process: That the current stage is active.

Awaiting Authorization: Indicates that the Agent Update should be authorized by the administrator.

Scheduled: The update has a schedule defined for it. See Chapter 3, “Deploying Updates,” on page 17 when creating the deployment in the Create Agent Update Deployment Wizard. You can alter the update’s schedule by using the **Action** > **Reschedule Deployment** option.

Stage Complete: The stage has completed.

Status Unknown: The status of updates for the device is unknown.

Update Aborted: The update was canceled for the device.

Update Completed: Installation of the update has been completed on the device.

Update Completed with Errors: Installation of the update has been completed on the device, but there were errors. Check the update log for details.

Update Assigned: The update has been assigned to the device.

6 Configuring the Agent Update Behavior of the Endpoint Agent

You can configure Agent Update behavior on the Endpoint Agent that resides on managed devices.

1. In Endpoint Management Console, click the **Configuration** tab.
2. In the Management Zone Settings panel, click **Device Management**, then click **Agent Update Agent**.
3. Fill in the fields:

   Show Permission Prompt: Select **On** to display a dialog box on the managed device when a Agent Update is ready to begin. If this setting is set to **On**, the user can cancel, postpone, or allow the update to begin.

   By default, this setting is set to **Off**, which does not give the user the ability to cancel or postpone the update, and the update begins immediately without the user being prompted.

   Permission Prompt Max Postpone This setting specifies how many times the user can postpone the update. If you select **On** for the **Show Permission Prompt** setting, the user is prompted before a Agent Update begins. The user can then postpone the update. Select **Unlimited** to let the user postpone the update an unlimited number of times. Or, Select **Limit**, then specify a number to let the user postpone the update the specified number of times. By default, the user can postpone the update five times.

   Permission Prompt Timeout When the user is prompted for permission to apply the update, you can specify how long you want to wait for an answer before the update begins. To display the permission prompt until the user responds, select **No Timeout**. Or, select **Timeout after _ mins** and specify the number of minutes you want an unanswered prompt to remain on the user's screen before the update starts. By default, the user has five minutes to respond to the prompt.

   Specify this value in minutes.

   Permission Prompt Nag Time When the user chooses to postpone the start of the update, this setting specifies how often the prompt appears to let the user know that an update is waiting to start. By default, this prompt displays every 15 minutes.

   Specify this value in minutes.

   Permission Prompt Max Wait Time To prevent the user from continuing to postpone the update without any feedback being given to the system, this setting specifies the maximum number of minutes that an Agent update waits for permission before giving up and reporting the agent update as canceled by the user.

   Specify this value in minutes. The default is 120 minutes.

   Reboot Prompt Nag Dialog If this setting is set to **On,** a dialog box is displayed on the managed device to remind the user that a reboot is required to complete the agent update. By default, the setting is set to **On**, and the dialog box displays every 15 minutes.

Reboot Prompt Max Postpone This setting specifies how many times the user can postpone the reboot if one is required for the update. If you select **On** for the **Reboot Prompt Nag Dialog** setting, the user is prompted before a reboot occurs. The user can then postpone the reboot. Select **Unlimited** to let the user postpone the reboot an unlimited number of times. Or, select **Limit**, then specify a number to let the user postpone the reboot the specified number of times. To postpone a reboot n times, you need to specify the **Limit** as `n-1`. For example, if you want to postpone the reboot 3 times, then you need to specify the **Limit** as 2. By default, the user can postpone the reboot five times.

Reboot Prompt Timeout When an update is assigned with the **Prompt User for Reboot** option, the default behavior is to wait five minutes for a response from the user and, in the absence of a response, automatically initiate the reboot. Select **No Timeout** to display the dialog box until the user responds, without initiating the reboot. Or, select **Timeout after _ mins**, then specify the number of minutes to wait for the reboot response before initiating the reboot.

Reboot Prompt Nag Time When an update assigned with the **Suppress Reboot** option, or if a user chooses to cancel a required reboot, a dialog box displays to remind the user that a reboot is required to complete the update. By default, the dialog box displays every 15 minutes. This setting lets the administrator define how often the prompt is presented to users.

Specify this value in minutes.

Show Agent Update Progress Select **On**, to enable the user to view the Agent Update progress. A notification message is displayed in the Windows system tray.

By default, this setting is set to On. If this setting is set to Off, user will not see the Agent Update progress.

Update Watcher Icon You can specify a different icon that displays on the managed device's notification area of the system tray. The path to the file must resolve on the managed device. If the file does not exist, or if the file in not a valid `.ico` file, the default icon displays.

Agent Message Overrides You can provide custom text for Agent Update messages that display in dialog boxes during the update. Click **Add** to display the Edit Agent Update Message dialog box. Select a Message Key from the drop-down list, type the desired text, then click **OK**.

You can also remove and edit custom messages that you have created.

The following table lists the available message keys with their description:

Message Key	Description
AWAITING_PERMISSION	An update is available.
AWAITING_REBOOT	A system reboot is required to complete the agent update.
DEBUG	DEBUG: {0}
ERROR_CHECKING_PREREQUISITE	The agent update was canceled because one or more prerequisites were not met.
ERROR_DELETING_FILE	{0} could not be deleted. Try deleting the file or directory manually and restarting the agent update.
ERROR_DURING_INSTALL	An unknown error occurred during the agent update. Please see the Agent Update log for details.
ERROR_MOVING_FILE	{0} could not be renamed. Try renaming the specified file to {0}.bak and restarting the agent update.
ERROR_MSI_UNAVAILABLE	It appears that another installation is taking place. When it is complete, restart the Update.
ERROR_STARTING_PROCESS	{0} could not be started. Try starting the process manually and restarting the Update.
ERROR_STARTING_SERVICE	The {0} service could not be started. Try manually starting the service manually and restarting the agent update.
ERROR_STOPPING_PROCESS	The {0} process could not be stopped. Try exiting all instances of the process and restarting the Update.
ERROR_STOPPING_SERVICE	The {0} service could not be stopped. Try stopping the service manually and restarting the Update.
ERROR_ZENWORKS_HOME_NOT_DEFINED	The ENDPOINT_HOME variable is not set on the device. This can result in an undesired behavior. Set the environment variable on this device and retry the update.
EXIT	Exit
FINISHED	The Update has completed successfully.
FINISHED_WITH_ERROR	The Update has completed; however, some errors were encountered during the update. Contact your Epdpoint Management Administrator to resolve this issue.
INSTALLING_PERCENTAGE	{0}% Complete
MSI_INSTALL_ERROR	An error occurred while installing {0}. msiexec returned {1}.

Message Key	Description
NO_STATUS_REPORTED	No status has been reported.
PERMISSION_MSG	Select OK to allow the update to start; select Cancel to postpone the update. Note: If no selection is made, the update will begin automatically in {1} minutes.
PERMISSION_MSG_NO_POSTPONES_REMAINING	Select OK to allow the update to start. Note: If no selection is made, the update will begin automatically in {1} minutes.
PERMISSION_MSG_NO_POSTPONES_REMAINING_NO_TIMEOUT	Select OK to allow the update to start.
PERMISSION_MSG_NO_TIMEOUT	Select OK to allow the update to start, or select Cancel to postpone the update.
PERMISSION_MSG_POSTPONES_ONE_REMAINING	You will be allowed {0} more opportunities to postpone the update, then the update will be started.
PERMISSION_TITLE	Agent update Available
REBOOT_CANCELLED	One or more logged on users have canceled the needed reboot. To complete the agent update, manually restart your system.
REBOOT_MSG	Select OK to allow the reboot now, or select Cancel to abort the reboot. Note: If no selection is made, the reboot will occur automatically in {1} minutes.
REBOOT_MSG_NO_POSTPONES_REMAINING	Select OK to allow the reboot to start. Note: If no selection is made, the update will begin automatically in {1} minutes.
REBOOT_MSG_NO_POSTPONES_REMAINING_NO_TIMEOUT	Select OK to allow the reboot to start.
REBOOT_MSG_NO_TIMEOUT	Select OK to allow the reboot now, or select Cancel to abort the reboot.
REBOOT_MSG_POSTPONES_ONE_REMAINING	You will be allowed {0} more opportunities to postpone the reboot, then the reboot will be started automatically.
REBOOT_MSG_POSTPONES_REMAINING	You will be allowed {0} more opportunities to postpone the reboot, then the reboot will be started automatically.
REBOOT_TITLE	Restart Required

Message Key	Description
RESUME_UPDATE_LATER	If an update is postponed, the update might resume later from the Tray icon. .
SHOW_STATUS	Show Status
SHUTDOWN_ADJUST_FAILED	Unable to get permission to initiate a reboot (error code {0}). Manually restart your system.
SHUTDOWN_INIT_FAILED	A reboot could not be initiated (error code {0}). Restart your system manually.
SHUTDOWN_LUID_FAILED	Unable to get permission to initiate a reboot (error code {0}). Restart your system manually.
SHUTDOWN_MSG	A reboot has been initiated to complete the agent update.
SHUTDOWN_TOKEN_FAILED	Unable to get permission to initiate a reboot (error code {0}). Restart your system manually.
STATUS_TITLE	agent update
UNKNOWN	An unknown error occurred during the agent update. See the Agent Update log for details.
UNKNOWN_STATUS	An unknown status was reported '{0}'
UPDATE_NOT_RUNNING	The agent update is not running. Contact your Endpoint Management Administrator to resolve this issue.
WATCHER_ICON_TOOLTIP	Agent update Status

4 Click **OK**.