



## BEST PRACTICES FOR UPGRADING PC-DUO PEER-2-PEER EDITION

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### What component do I upgrade first?

The general rule of thumb is that a newer PC-Duo Master is backwards compatible for connectivity to an older version PC-Duo Host, just not the other way around. That being said, always upgrade your Masters before upgrading your Hosts so that you'll be able to connect to each of them throughout the upgrade process. Note that a machine has a Master and a Host installed, be sure to upgrade both, one after the other (doesn't matter which) to keep your machine running a consistent version.

### What license keys do I use?

Before upgrading, you'll need your PC-Duo v13 license keys. We typically provide license keys to the primary contact we have on file for your company; if you don't have them and need to request them, write to [support@vizer.cloud](mailto:support@vizer.cloud)

PC-Duo v13 Component	Key Starts With
PC-Duo Master - Viewer License	4351
PC-Duo Host - Client for desktops, laptops, servers	4331

### How do I install/deploy the latest version?

As for the PC-Duo Master, simply double-click the Master.msi installation file and you'll be prompted for your license key during the installation wizard. As for automating the upgrade, the PC-Duo Deployment Tool can be used to deploy the Master out to machines across your network, and it can also be used to deploy the Host with the new license key (and any other settings) that gets applied at install time. Please see the PC-Duo Deployment Tool Quick Start Guide PDF which walks the reader through the click-by-click steps necessary to use the tool.

Need help upgrading your PC-Duo solution [call 1-800-330-5035](tel:1-800-330-5035) or email [support@vizer.cloud](mailto:support@vizer.cloud)