



BEST PRACTICES FOR UPGRADING PC-DUO REMOTE ACCESS SERVER EDITION

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What component do I upgrade first?

Upgrade the Remote Access Server (RAS) server first. As for the PC-Duo Masters and PC-Duo Host, the general rule of thumb is that a newer Master is backwards compatible for connectivity to an older version 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 write to support@vizor.cloud

PC-Duo v13 Component	Key Starts With
PC-Duo RAS Server – RAS server components	5330
PC-Duo Master - Viewer License	4351
PC-Duo Host - Client for desktops, laptops, servers	4331

How do I upgrade my RAS server to the latest version?

After extracting, run **PCDuoServerProducts.exe** from within the **ServerProducts** folder. Each of the three components (Web Console, Identity Manager, Gateway) will be upgraded and the Gateway service will be restarted. Expect 5-30 minutes of downtime – Hosts will begin checking in with the server once the installation finishes.

How do I install/deploy the latest version Host and Master?

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 PDF which walks you through the steps necessary to use the tool.

If you need help upgrading your PC-Duo solution **CALL 1-800-330-5035!**