

There are two ways to perform the Update of C-Monitor Mac OS X 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 'Aktualizácia C-Monitor klienta' page. At the top, there are tabs for 'Admin zóna', 'Prehľadanie a Vyhodnotenie', 'Customer Desk', and 'Communicator'. Below the tabs, there are search filters for 'Spoločnosť', 'Počítač & Umiestnenie', 'Používateľ', and 'Oper.'. A table lists client updates 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. A red arrow points to the 'Importovať balík' button, which is labeled with a red '2.'. Another red arrow points to the 'Aktualizácia C-Monitor klienta' link in the sidebar, labeled with a red '1.'.

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 on the button import package.

Aktualizácia C-Monitor klienta

Spoločnosť: Počítač & Umiestnenie: Používateľ: Oper.:

PC, na ktoré bol poslaný: balík s menom: Stav aktualizácie poslaného balíka je:

Odoslané od: 1.12.2012 00:00 Odoslané do: 3.12.2012 23:59 Ver. C-Monitora: < OS:

Aktualizačný balík

Archív súborov: 1.

Vyberte 'zip', 'rar' alebo 'sit' archív so súborami určenými na aktualizáciu.

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 nahradiť do aktualizácie balíka je 100MB. Mená súborov v archíve nesmú obsahovať diakritiku.

Meno nového balíka: 2.

Typ balíka: ☐ privátny ☒ globálny

Typ OS:

3.

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.

Aktualizácia C-Monitor klienta

Spoločnosť: Počítač & Umiestnenie: Používateľ: Oper.:

PC, na ktoré bol poslaný: balík s menom: Stav aktualizácie poslaného balíka je:

Odoslané od: 1.12.2012 00:00 Odoslané do: 3.12.2012 23:59 Ver. C-Monitora: < OS:

Výsledok akcie

* Balík bol úspešne vytvorený

Aktualizačný balík

Meno balíka:

Typ balíka: ☒ privátny ☐ globálny

Typ OS:

Zobrazovací mód:

Popis:

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.

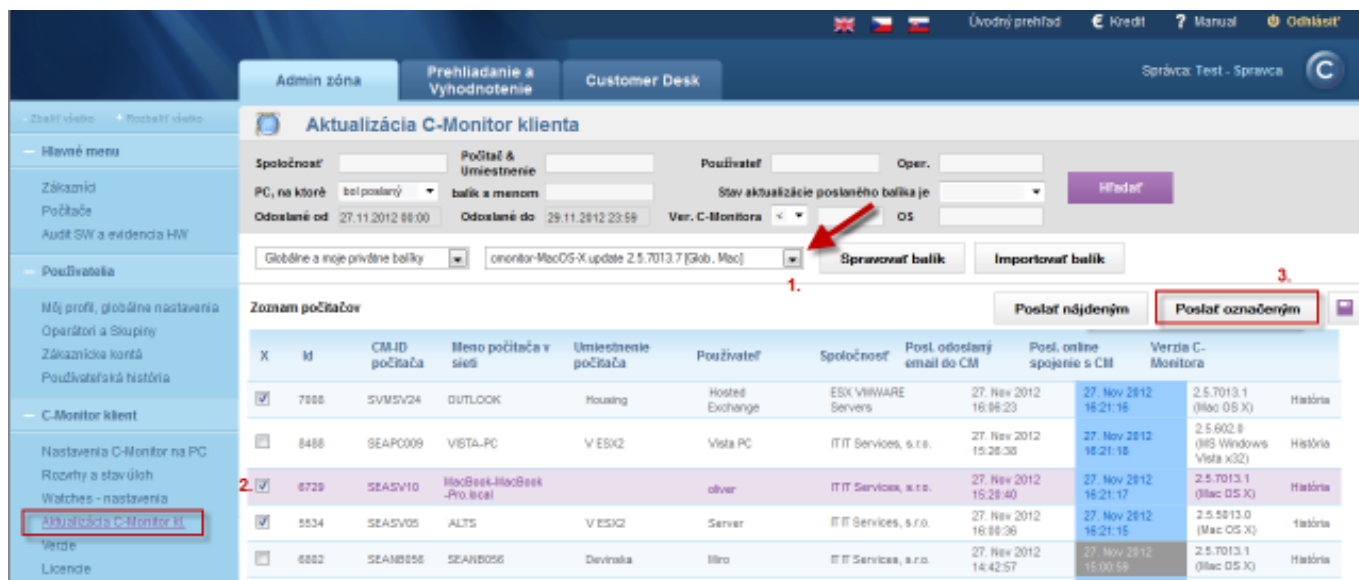


Image: Rozposlanie aktualizáčného balíčka C-Monitor MAC OS klienta na vybrané zariadenia

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.

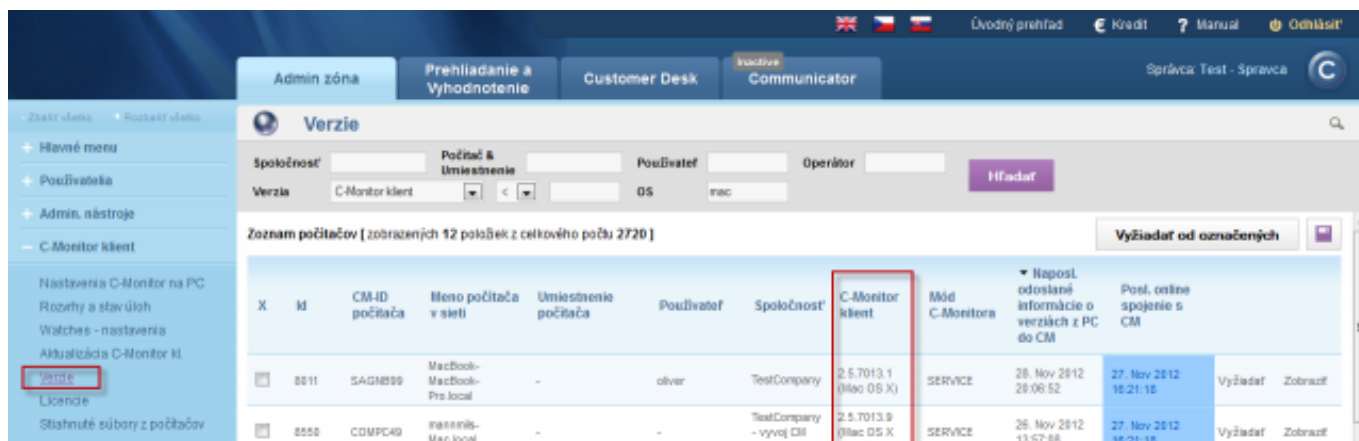


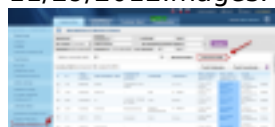
Image: Overenie aktuálnej verzie C-Monitor klienta

2. Update by reinstall

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:

11/29/2012



[3]



[4]



[5]



[6]



[7]

Links

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

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

[3] https://customermonitor.eu/sites/default/files/import%20balicka%20do%20cm_0.png

[4] https://customermonitor.eu/sites/default/files/upload%20mac%20balicka_0.png

[5] <https://customermonitor.eu/sites/default/files/mac%20upload%20balicek.png>

[6] <https://customermonitor.eu/sites/default/files/rozposlanie%20mac.png>

[7] <https://customermonitor.eu/sites/default/files/verzie%20mac.png>