ID Networks Updater User Guide 5/20222



## **ID Networks Updater:**

You may notice from time to time that your livescan software (IDS) has an update pending. You will know there is an update available when you see a notification window in the lower right had corner of your desktop that will looks something like this:

ID Network	Updater				-	
8 files succe	ssfully downloaded. New update availabl	e,				
Available U	pdates					
Any applicat	ions currently running when update is in	itiated will be shut down. Please sav	e any work befor	re initiatin	g upd	ate.
Application	Description	Status	Release No	otes		
IDS	v. 3.7.12	Uninstalled	N/A	viev	v files	update
Recent Upd	ates					
Recent Upd	ates Description		Date Installe	:d	Relea	se Note:
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe 05-11-2022	ed 16:14:23	Relea	se Note: N/A
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe 05-11-2022	ed 16:14:23	Relea	se Note: N/A
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe 05-11-2022	ed 16:14:23	Relea	se Notes N/A
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe 05-11-2022	ed 16:14:23	Relea	se Note <del>:</del> N/A
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe 05-11-2022	d 16:14:23	Relea	se Note: N/A
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe 05-11-2022	ed 16:14:23	Relea	se Note: N/A

You have 3 options at this point:

1. Postpone –You can postpone the update up to 5 times and there are several options for postponing using the drop-down menu above the buttons. The postponement time options are, 10 minutes (default), 30 minutes, 1 hour, or 4 hours. Select the time you would like to postpone the update for, and the update window will disappear according to the amount of time you selected.

ID Networks Up	dater	6.3
Updates Availa Applications wil	i <b>ble</b> I need to be restart	ed.
10 minutes		
30 minutes		
1 hour		
4 hours		
10 minutes		
Postpone	View Updates	Update

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2. View Updates – Clicking on the View Updates button will open the update window which will display more information. There will be hyperlinks you can click on to see Release Notes (if applicable), View Files (to see what files will be used in the update), Update (to begin the update process).

8 files succes	sfully downloaded. New update ava	ilable.				
Available U	odates					
Any applicat	ions currently running when update	is initiated will be shut down. Please save	any work befo	re initiatin	g upd	ate.
Application	Description	Status	Release No	otes		
IDS	v. 3.7.12	Uninstalled	N/A	view	v files	update
Recent Upd	ates					
Recent Upd Application	ates Description		Date Installe	ed	Relea	se Note:
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe 05-11-2022	ed 16:14:23	Relea	se Notes N/A
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe 05-11-2022	ed 16:14:23	Relea	se Notes N/A
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe	ed 16:14:23	Relea	se Notes N/A
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe 05-11-2022	ed 16:14:23	Relea	se Note: N/A
Recent Upd Application HID	ates Description v. 7.5.7.26		Date Installe	ed 16:14:23	Relea	se Notes N/A

3. Update – Clicking this button will begin the update process. The ID Networks Updater will close IDS if it is open before it begins the updates. During the update process you may see many windows open,

			X			
📲 ID Networks Updater			1963	a x		
Up an C:\WINDOWS\system32\cmd.exe					, C	8
Av <sub>c</sub> :lidnSupport>echo off An A IE	Wendows Installer					
Re A H	Precamp to instal		Cancel	1		
		nstalled Apps	Clo	se		

this is normal.

You will also be presented with some UAC prompts. Please answer "Yes" to each of these prompts.



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Once the update is completed you will receive a confirmation in the Updater window that the update process has been completed successfully.

留 ID Networks	Updater			- 0
IDS successfu	ully installed!			
Available Up	odates			
Any applicati	ons currently running when update	is initiated will be shut down. Please sav	ve any work before in	itiating update.
Application	Description	Status	Release Notes	
IDS	v. 3.8.1.8	Installed	release notes	view files
Recent Upda	ates			
No recent up	dates			
			actalled Appr	Clore
		II	istalieu Apps	close

In the unlikely event that the updates do not complete successfully there will be an error message displayed describing what part of the update did not complete. If this happens the Updater will prompt you to run the update again. Run the update again. Typically, this second run of the update will correct the issues experienced before.