

Belzberg Remote Update Manager Agent



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1 Introduction



The Belzberg Remote Update Manager Agent is used to update your Belzberg software applications, as well as receive new software. The RUM Agent resides in your system tray (see right) and can be used to open the Update Manager.



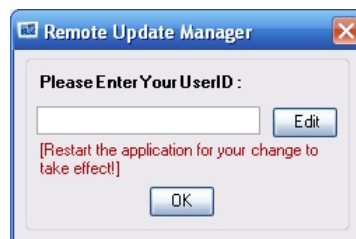
The Update Manager can be configured to periodically check for new updates or you can manually check for updates at any time.

2 First Run

After installation, the Remote Update Manager must be first run by double clicking on the system tray icon.



You will be prompted to enter your User ID. This is your FIXNet ID.



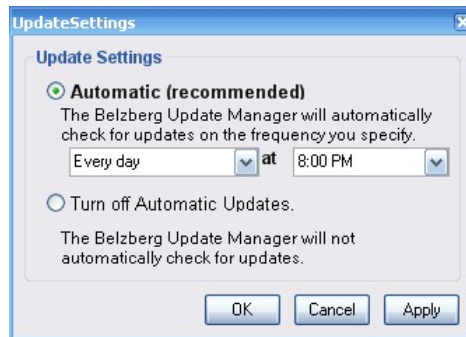
Press the **OK** button to save your User ID.



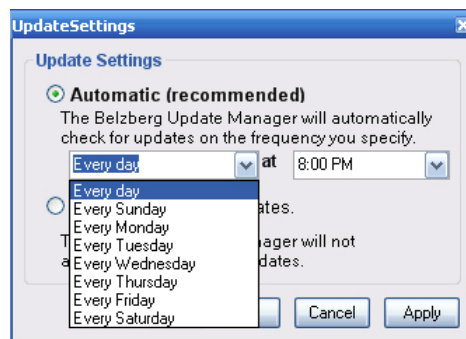
It is recommended that you test your connection is working by performing a check for new updates by pressing the Check for update now button...

3 Update Settings

You can configure the Remote Update Manager Update Settings by pressing **F4** or by going to the main menu and selecting **Tools - Settings - Automatic Updates**.



The recommended settings are to have **Automatic** selected, which will check for updates at the specified frequency. To change the frequency of the automatic check, select from the two dropdown boxes to specify the day and time at which an update check will be performed.

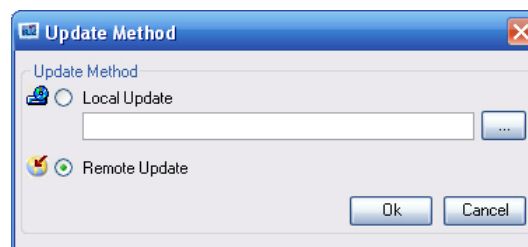


You can also select to **Turn off Automatic Updates** by selecting that option. The Update Manager will not check for updates automatically when this option is selected and you will need to manually check for new updates, see the Updates section for more information.

To save your changes, press the **Apply** button.

4 Update Method

You can configure the Remote Update Manager Update Method by pressing **F5** or by going to the main menu and selecting **Tools - Settings - Update Method**.



The normal setting is **Remote Update** which will cause the RUM Agent to connect to the Belzberg server to check for updates. However local updates can be performed if required.

In this case select the **Local Update** radio button and browse to the folder / location from which to obtain updates. Usually this will be a CD drive or mapped network drive.

Once the folder has been selected, press the OK button to insert the require path into the Local Update edit box. Press **OK** to save your changes.

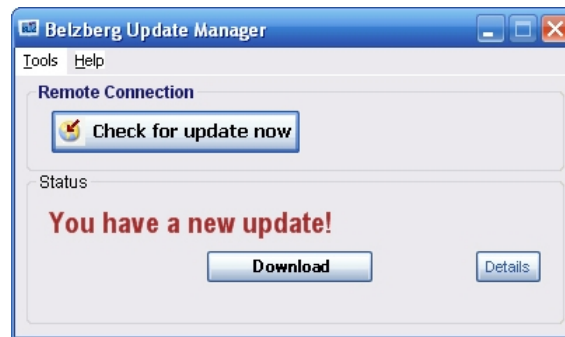
Icons

Depending on the type of update method selected the icons on the Agent will change appropriately.

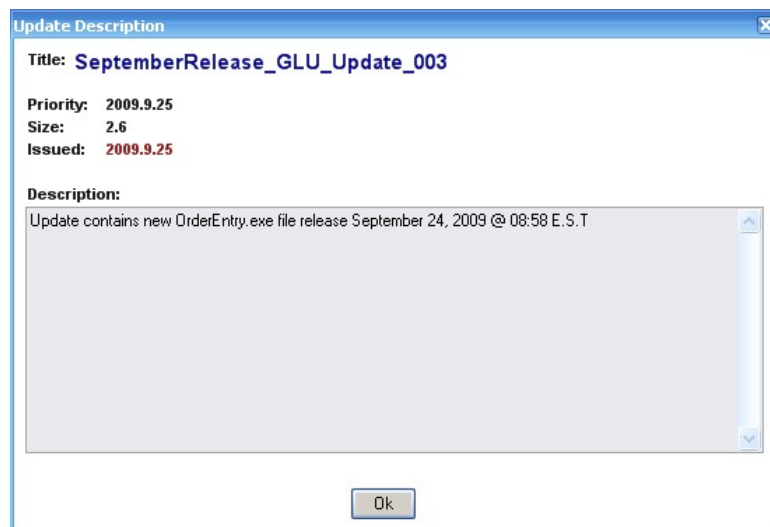


5 Updates

Depending on the selected settings, an automatic check for updates is carried out periodically and if a new update is found a status message is displayed.

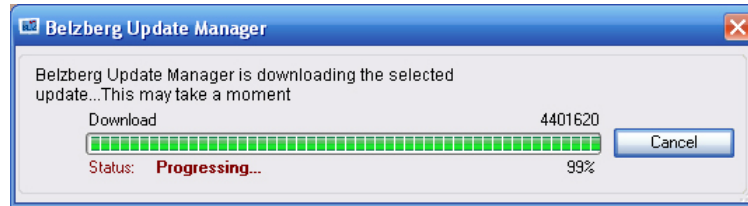


Alternatively you may also perform a manual update at any time by clicking on the **Check for update now** button. If an update is found, a status message is displayed: **You have a new update!** Information about the available update can be obtained and viewed by clicking on the **Details** button which appears when an update is available.

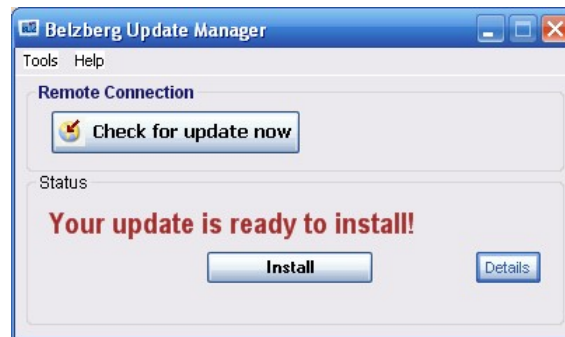


To download the update, press the **Download** button which appears under the status message. The update will be downloaded and a progress window will display the status of the

download (percentage complete).



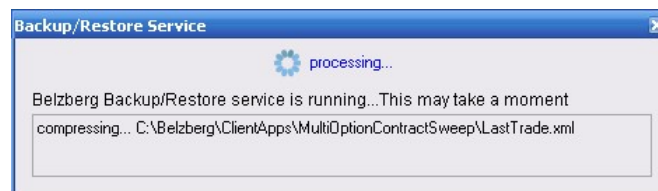
Once the download is complete you will be prompted to install the update, through another status message.



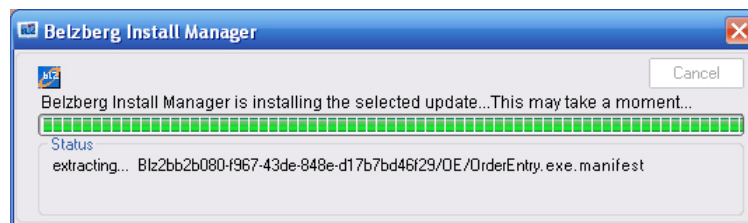
Press the **Install** button to commence the installation. Before beginning installation, RUM will ask if you are prepared to close your Belzberg suite.



If you are not ready, click **No** and perform the install later.

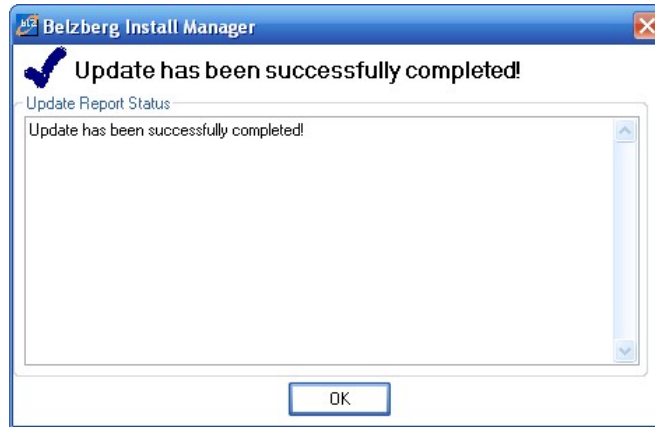


When you click **Yes**, the **Belzberg Backup/Restore** Service backs up your apps and settings, so that if a bug is found your previous installation can be restored. Then the **Belzberg Install Manager** begins.



The progress of the update installation is displayed and may be cancelled by pressing the **Cancel** button. Once the update has been fully installed an Update Report is displayed in a

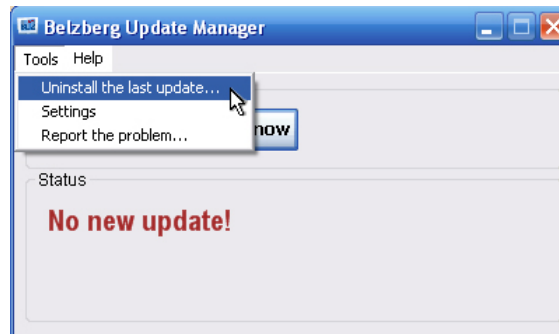
new window.



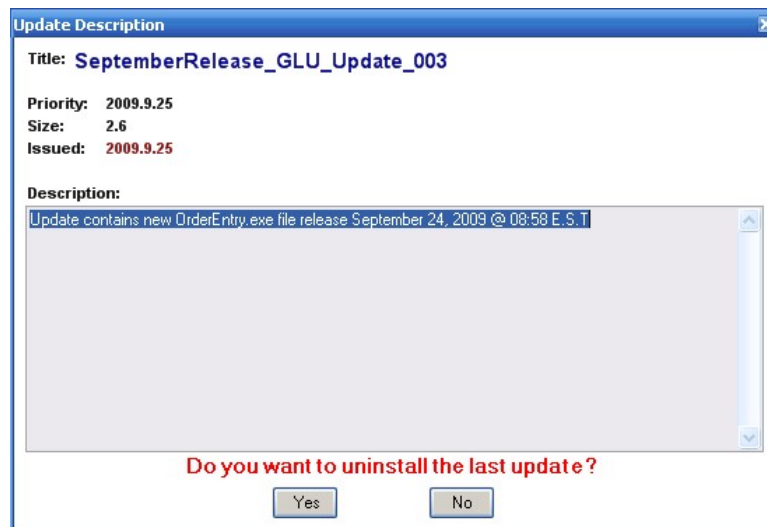
You can press the **OK** button to close the update report window and return to the main Update Manager window.

6 Uninstalling the last update

You may uninstall the last installed update, by going to the **Tools** menu and selecting the **Uninstall the last update** menu item.



A dialog box showing the information relating to the last update installed is displayed. You may select either **Yes** to continue with the uninstall or **No** to cancel the uninstall.



If you select **Yes** then the uninstall will proceed and when completed a success message will

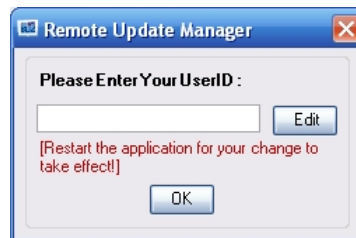
be displayed.



7 User

To access the UserID dialog, click on **Tools** in the menu and then on **Settings** and then **User**, or press **F3** on the keyboard.

This displays the User ID dialog that is displayed when the agent is first run.



You may view your current UserID (FIXNet ID), or change it by pressing on the **Edit** button and entering the new User ID and pressing the **OK** button to save your changes.



If you change the User ID you must restart the RUM Agent (close and then run) for the changes to take effect.

It is recommended that you test your connection is working by performing a check for new updates by pressing the Check for update now button, after you restart...

8 Report the problem...

To access the Report the Problem plug-in, click on **Tools** in the menu and then on **Report the Problem**. Alternatively you may right click on the RUM Agent task tray icon and select **Report the Problem...** from the popup menu.

The Report service dialog will be displayed.



Enter the problem description in the white text area and press the **Send the report** button to send your problem report. Sending the report may take some time as various pieces of information and data are prepared and compressed for uploading to the server. Please wait until the sending has been completed. A progress bar will give an indication of how the

reporting is proceeding.

The following is a list of the most common items recorded and uploaded as part of the reporting service: 5000 lines from the Event log, a copy of the Belzberg registry, Configuration Files such as QA_ConfigDB, a screen shot of the current desktop and display, version numbers of installed Belzberg applications, hard disk capacity, CPU usage and all processes that are running on client machine as well as system performance information.

9 Advanced Connection

To access the Advanced Connection / Proxy Settings dialog, click on **Tools** in the menu and then on **Settings** and then **Advanced Connection**, or press **F3** on the keyboard.



Normally the **None** or **Auto-detect proxy settings** options will be enough to successfully connect, however if you need to you can manually enter your proxy configuration. You should get this information from your Network Administrator.

Press **OK** to save your settings.

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