

How to do the windows update and On-Board Zoom Room

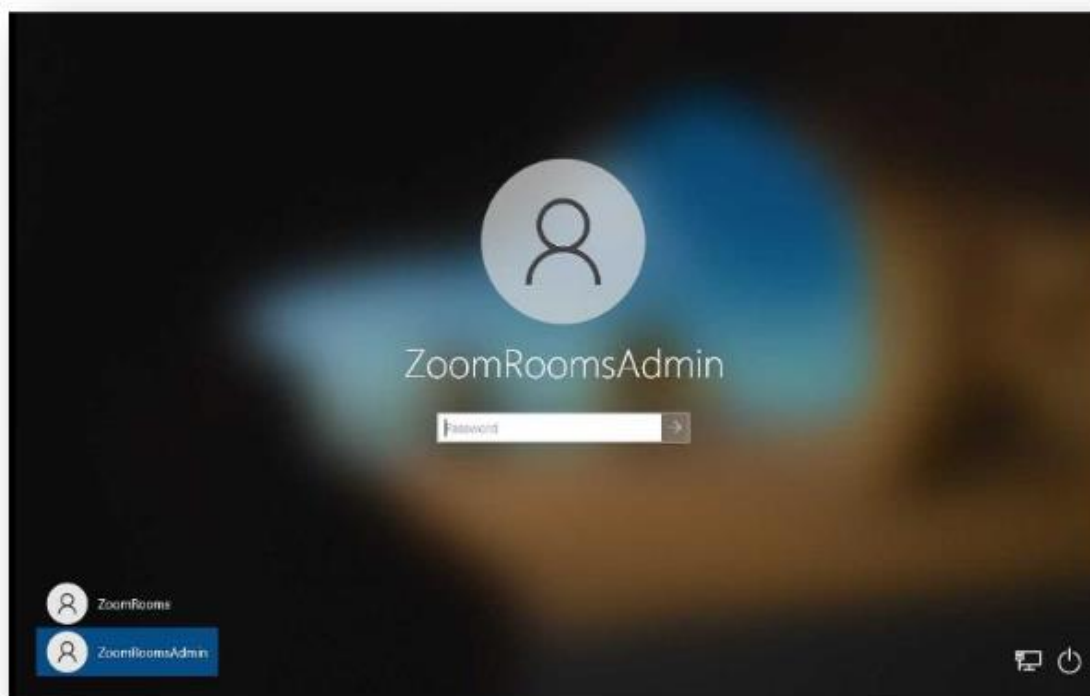
If you have not discovered by now, you are not able to do windows updates to a Zoom Room because of a Local Group Policy. The way around this is to register the Zoom Room to the Zoom Portal. Once you do this you have control to allow for all the updates selected to be done on the Zoom Room. Once you have selected the Drivers and the updates Plus allowed the window of time for the update, you will need to go back to the Zoom Room and do the updates on the Admin Profile of the Zoom Room.

What is the issue of the Zoom Room.

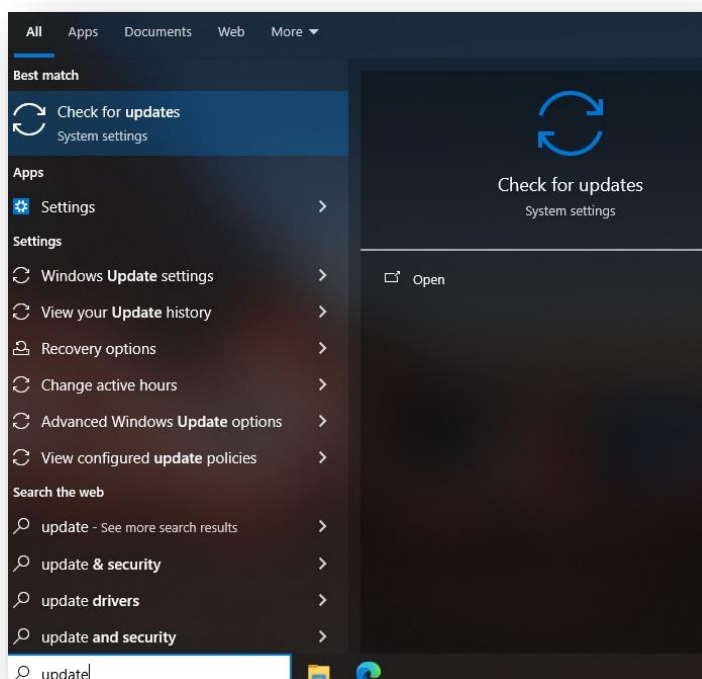
Log-into the Zoom Room as admin, on the Keyboard that is attached to the Zoom Room please select the windows key 5 times:



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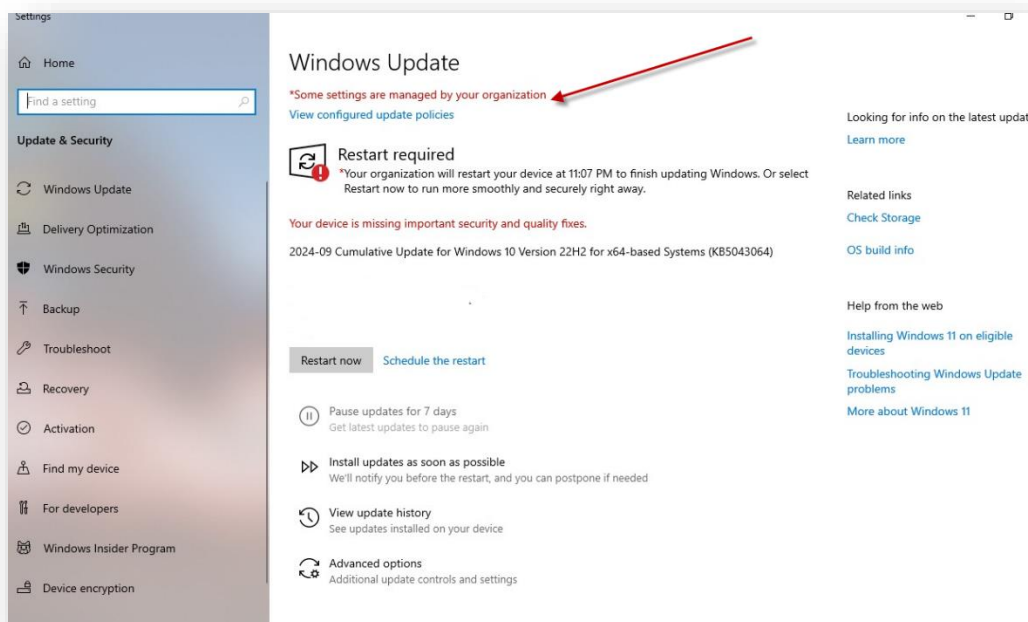


Access the Admin Profile with the Local Admin Password that you set while you did the install. Now select start/Run and type in Windows updates.

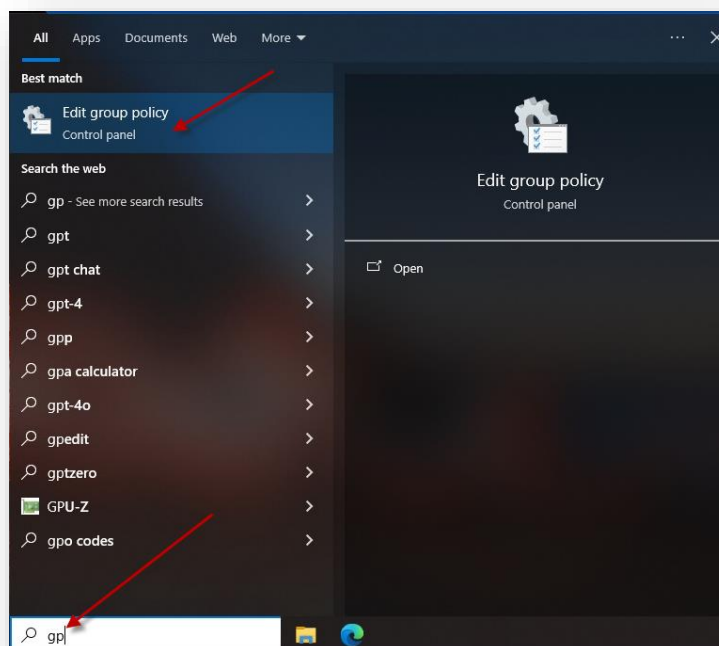


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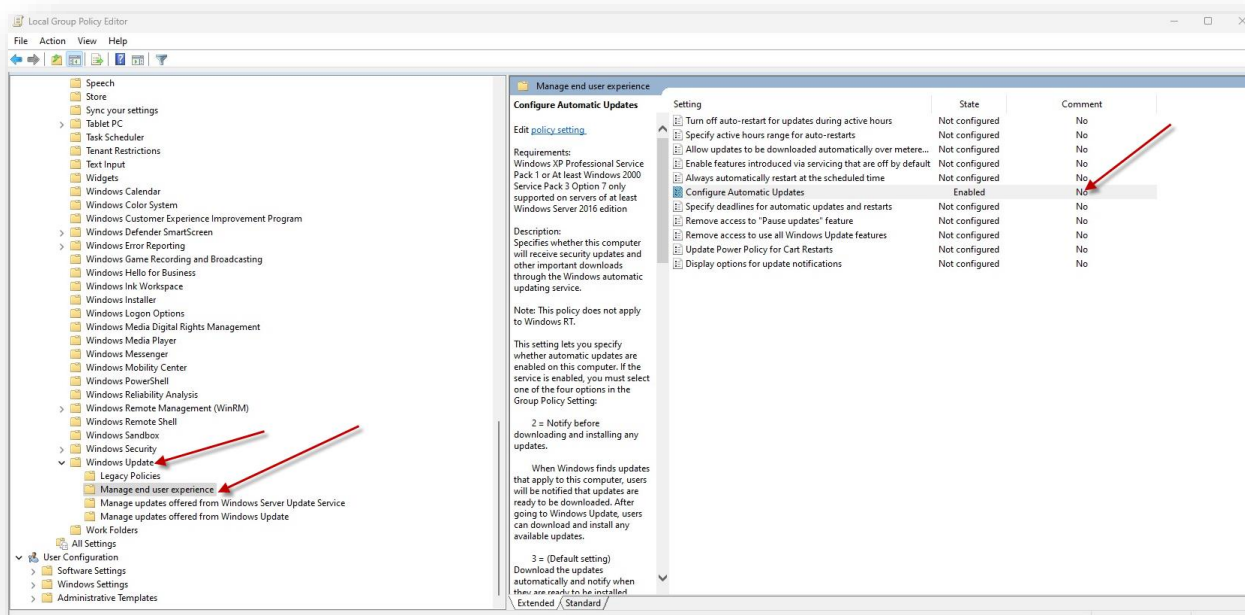
You will notice that this device is managed by your organization, that's a red flag that you will not be able to do the updates.



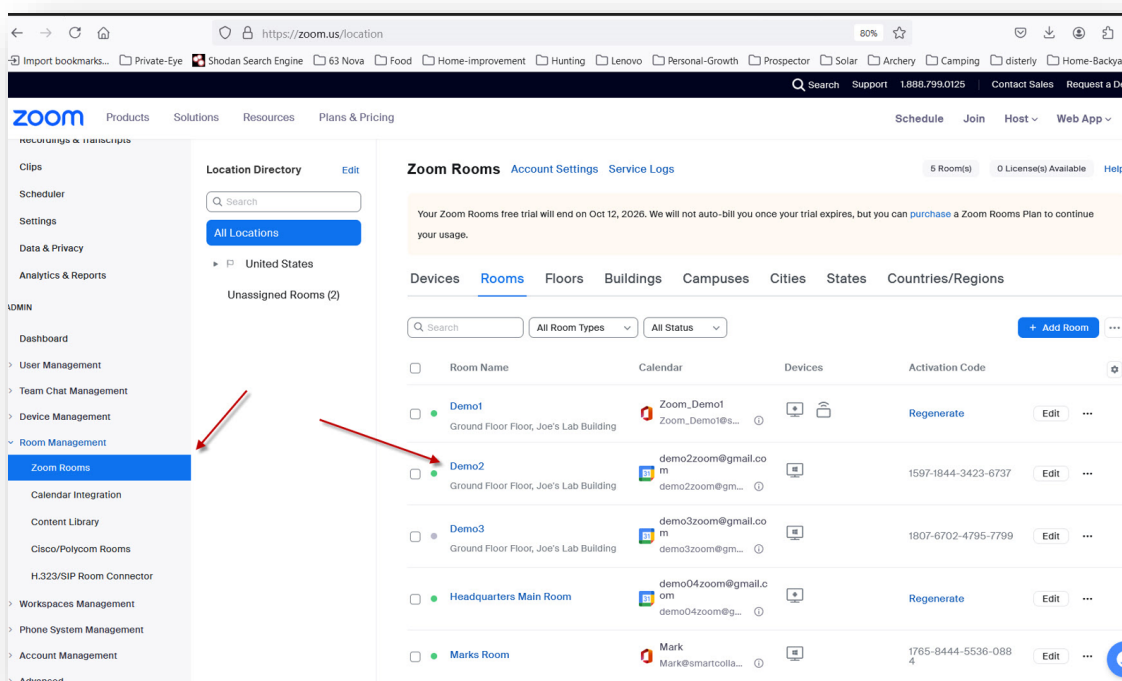
So, what is going on, if you open the local Group Policy Editor to view that is happening.



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This is the issue and if you try to open this as admin then reset the PC this setting will persist, at this point reset the system and register this device as a Zoom Room Device to your Zoom Room Portal. Once it's registered look for the Zoom Room within your Zoom Room Portal.



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At this point select the Zoom Name: Within this Doc we are looking at Demo2, Click on the Three dots to the far right of the Named Device:

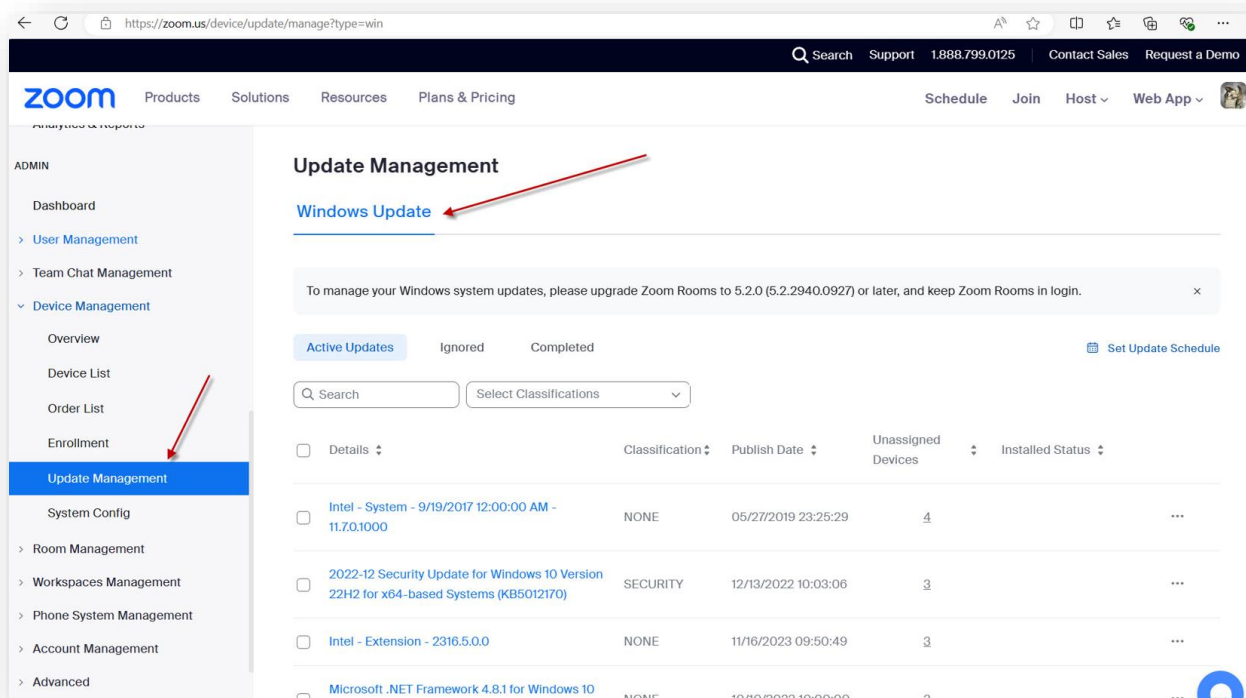
App Version	Assignment	MAC Address	
87			
6.1.5 (5274)	Headquarters Main Ro...	80-30-49-DC-FD-87	<div>Edit</div> <div>...</div>

Now select the drop down menu select Upgrade OS/ and select the (!) which will then open the menu to open the windows update Management.

The screenshot shows the Zoom Admin console interface. On the left, there's a sidebar with navigation options like 'Settings', 'Data & Privacy', 'Analytics & Reports', and 'ADMIN'. The 'ADMIN' section is expanded, showing 'Zoom Rooms'. The main content area displays a table of managed devices. The table has columns for 'Device Name', 'Platform OS', 'App Version', 'Assignment', and 'MAC Address'. One device is listed: 'DESKTOP-4905BN3' with 'Windows 10.0.19045.2546, 64bit' as the platform OS and '6.1.11 (4556), 64bit' as the app version. A dropdown menu is open for this device, showing options: 'Upgrade OS', 'Downgrade App', 'Release from Room', 'Unenroll from ZDM', 'Remove from Zoom', 'Wipe Device', and 'Launch Controller'. A red arrow points to the 'Upgrade OS' option. A tooltip message is visible: 'This device cannot be upgraded because it is currently not supported. You can go to Windows Updates Management to upgrade Windows device.'

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Now you will be sent to the Update Management Menu:



Moving forward from here there is a Three step process to allow the device to update the drivers and updates.

- 3.) Select the updates, and this point selected all of them!
- 4.) Assign the Devices to the updates.
- 5.) Set a Window of Time that you will allow the updates to happen.

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Update Management
Windows Update

To manage your Windows system updates, please upgrade Zoom Rooms to 5.2.0 (5.2.2940.0927) or later, and keep Zoom Rooms in login.

Active Updates Ignored Completed

Search Select Classifications

1 item(s) selected Assign Devices Ignore

Set Update Schedule

Details	Classification	Publish Date	Unassigned Devices	Installed Status
<input type="checkbox"/> Security Intelligence Update for Microsoft Defender Antivirus - KB2267602 (Version 1.417.678.0) - Current Channel (Broad)	NONE	09/13/2024 09:33:21	2	Installed 100%
<input checked="" type="checkbox"/> Security Intelligence Update for Microsoft Defender Antivirus - KB2267602 (Version 1.417.681.0) - Current Channel (Broad)	NONE	09/13/2024 12:34:06	1	
<input type="checkbox"/> Windows 11, version 23H2	NONE	09/06/2024 09:18:03	1	0%
<input type="checkbox"/> 2024-09 Cumulative Update for Windows 10 Version 22H2 for x64-based Systems (KB5043064)	SECURITY	09/06/2024 08:55:58	0	0%
<input type="checkbox"/> 2023-11 Cumulative Update for .NET Framework 3.5, 4.8 and 4.8.1 for Windows 10 Version 22H2 for x64 (KB5032339)	SECURITY	11/14/2023 10:00:00	0	0%

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Assign Devices (1/1)

The device will not appear on the list if:

- The patch does not apply for the device.
- Update service is disabled on the device.

After assigning, the Windows updates will start automatically.

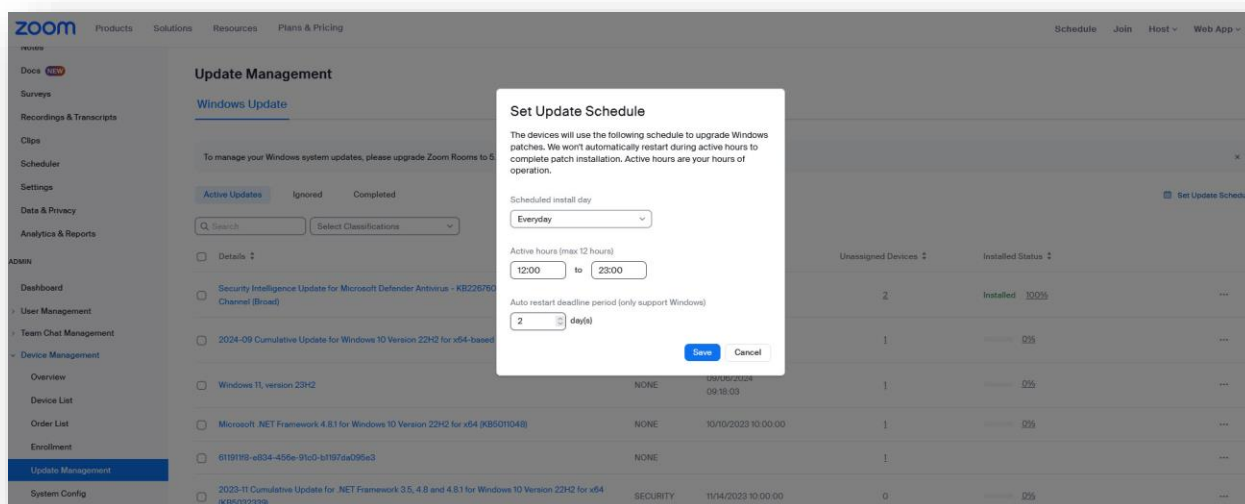
Search location or room

All enrolled devices (1)

- ☒ Joe's Lab(1)
 - ☒ United States(1)
 - ☒ California(1)
 - ☒ Livermore(1)
 - ☒ Joe's House(1)
 - ☒ Joe's Lab(1)
 - ☒ Ground Floor(1)
 - ☒ Demo3

Assign Cancel

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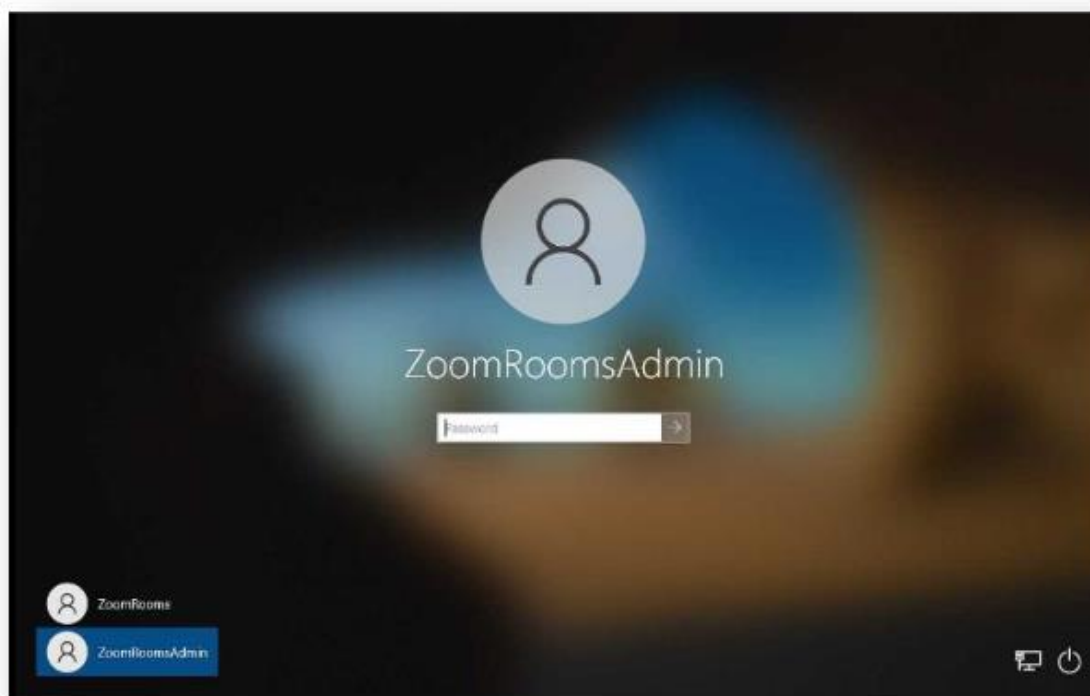


Ok once you have done all of this go back to your ZOOM Room Device and log into as Admin:

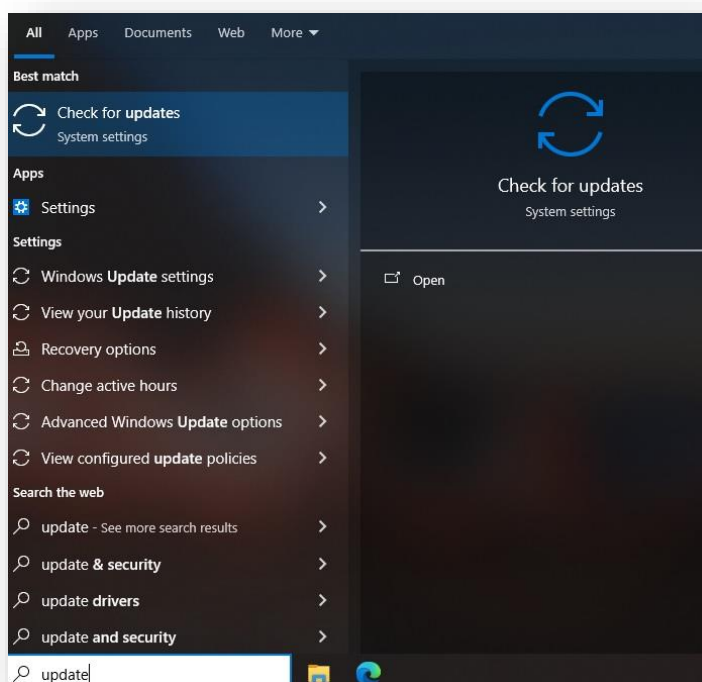
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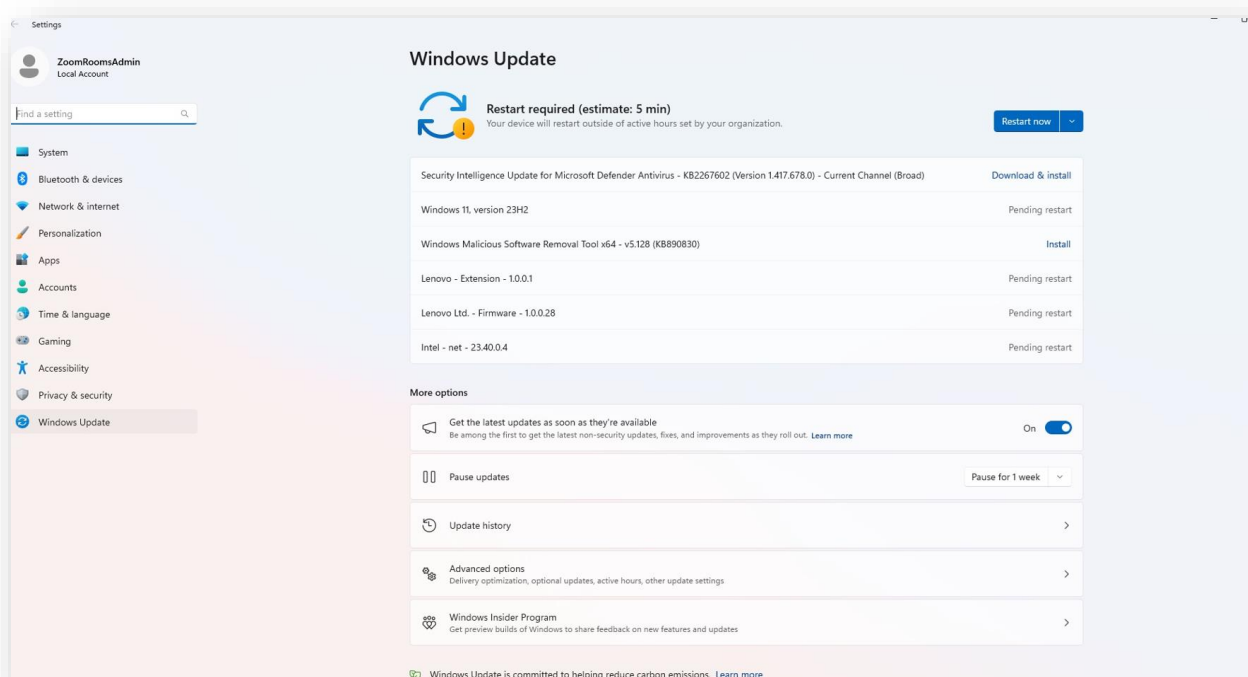


Access the Admin Profile with the Local Admin Password that you set while you did the install. Now select start/Run and type in Windows updates.



At this point Select the check updates and wait for the downloads to complete and Restart the System

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Restart now you will see the following windows ignore and repeat this process until you have updated all of the drivers and software updates.

