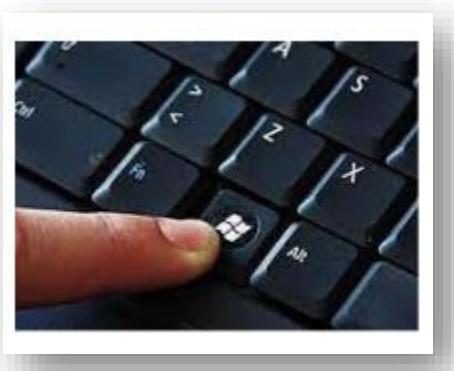


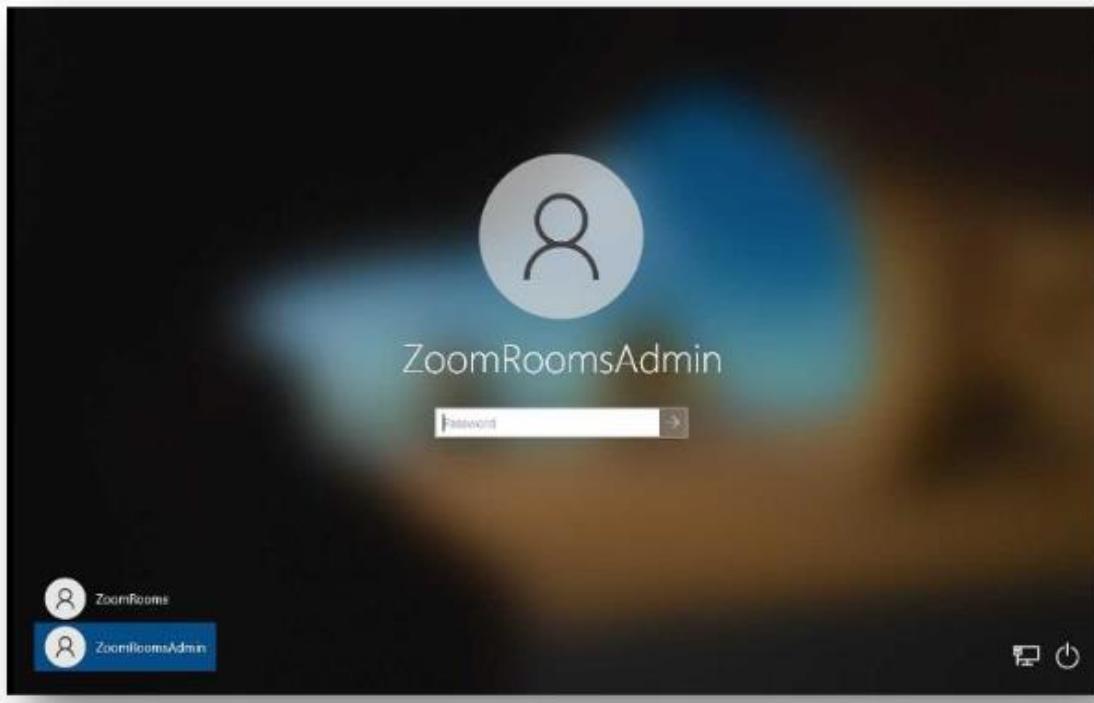
# How to do the windows update and On-Board Zoom Room

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.

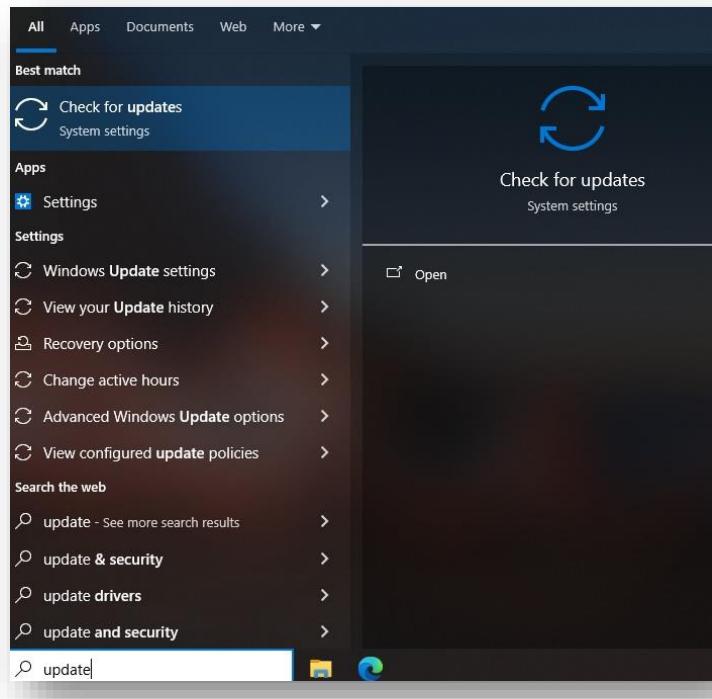
## What is the issue of the Zoom Room.

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

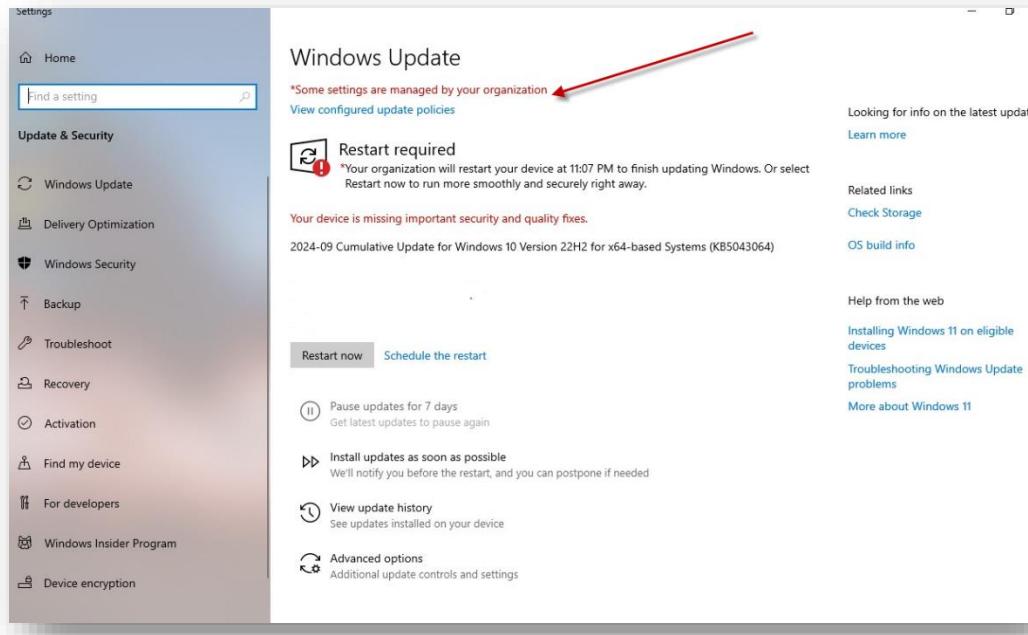




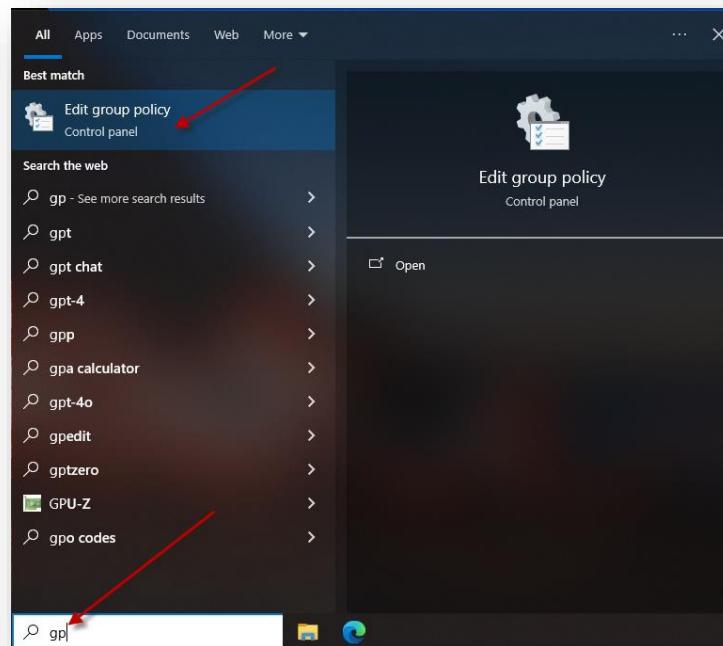
Access the Admin Profile with the Local Admin Password that you set while you did the install. Now select start/Run and type in Windows updates.

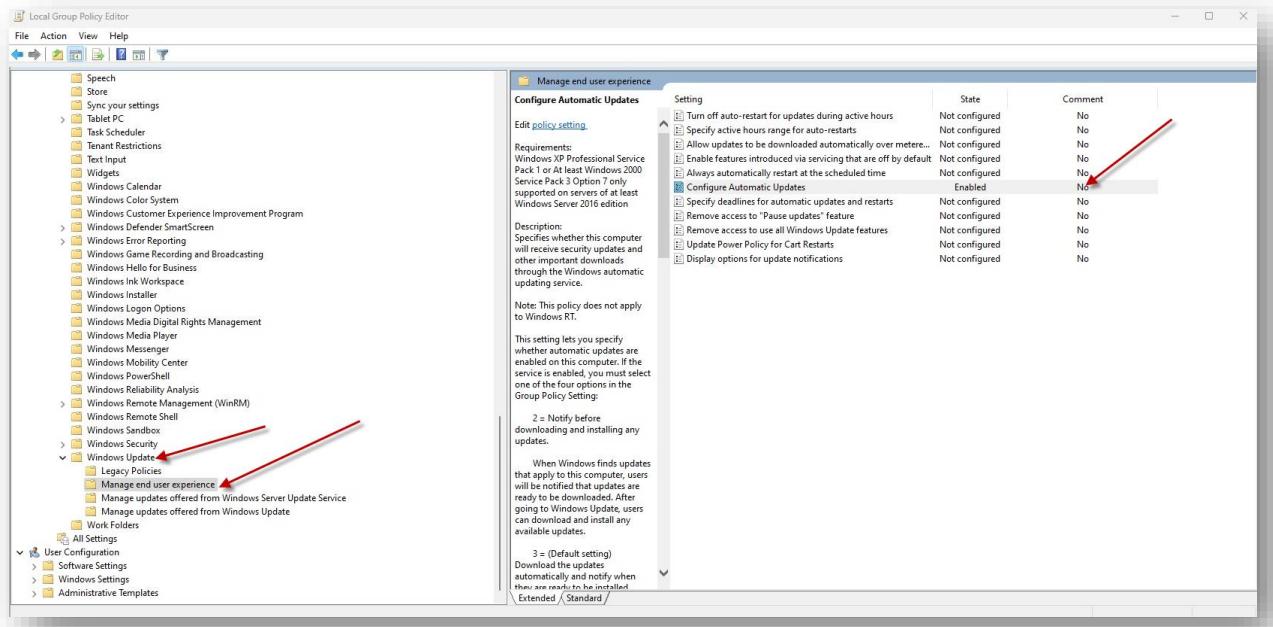


You will notice that this device is managed by your organization, that's a red flag that you will not be able to do the updates.

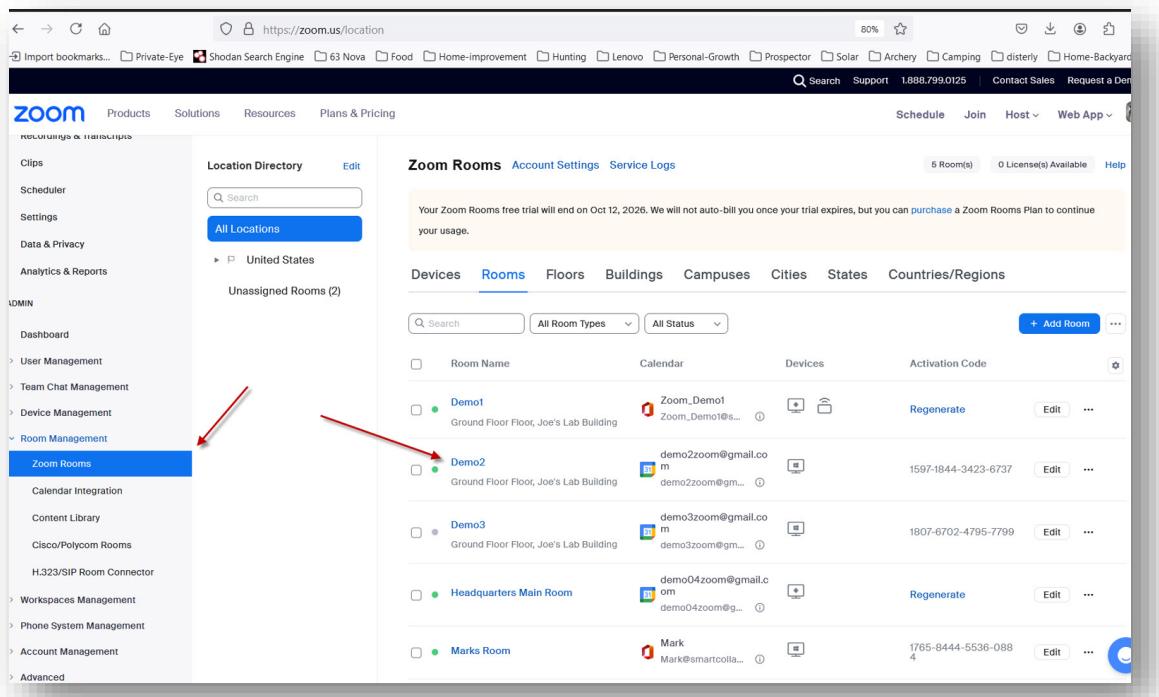


So, what is going on, if you open the local Group Policy Editor to view that is happening.





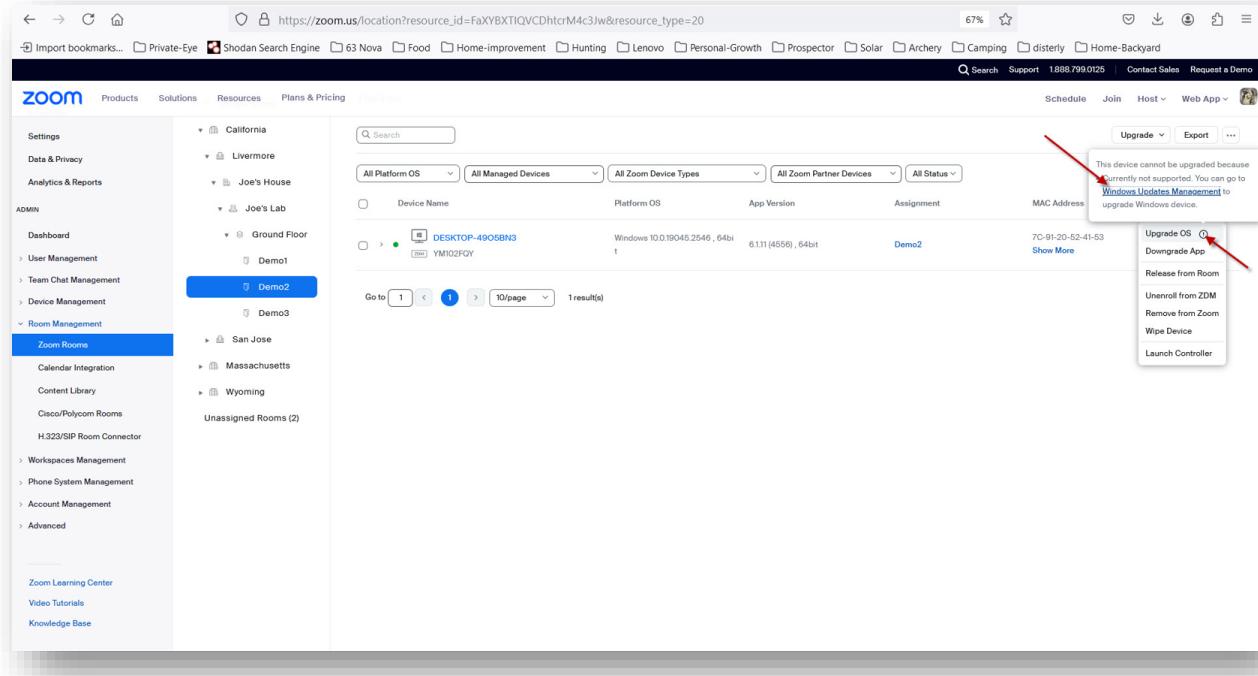
This is the issue and if you try to open this as admin then reset the PC this setting will persist, at this point reset the system and register this device as a Zoom Room Device to your Zoom Room Portal. Once it's registered look for the Zoom Room within your Zoom Room Portal.



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:

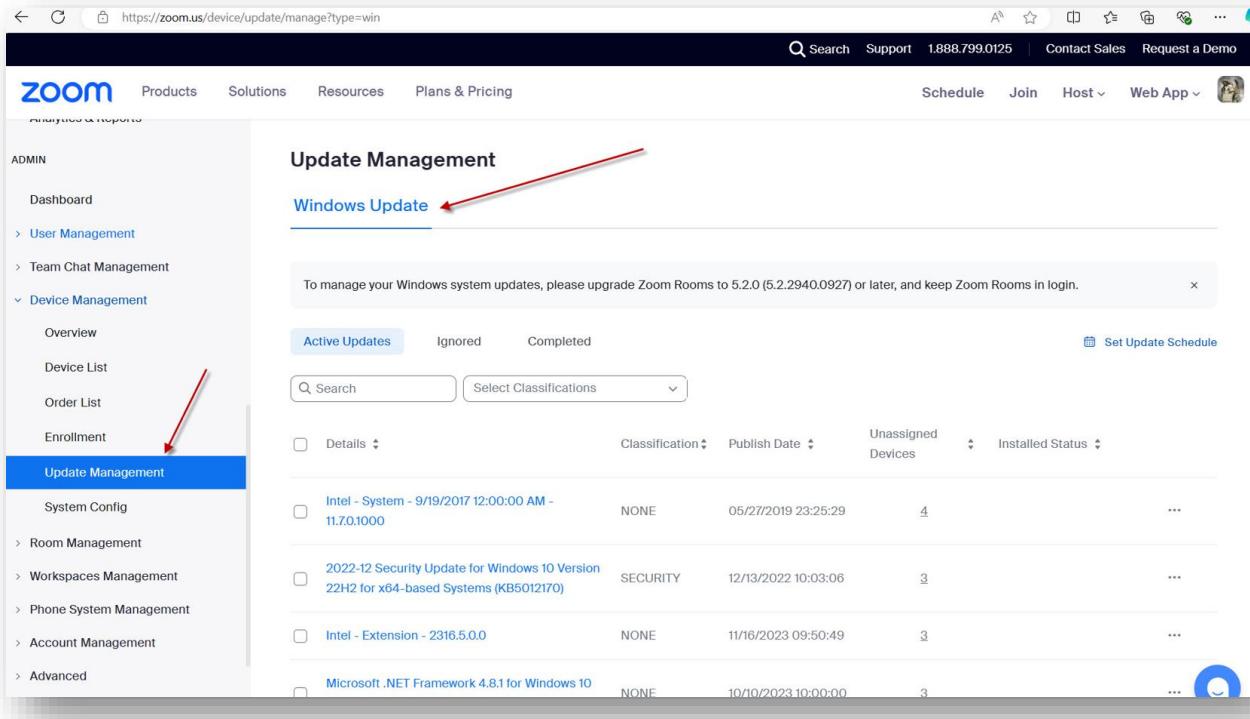
App Version	Assignment	MAC Address	
87 6.1.5 (5274)	Headquarters Main Ro...	80-30-49-DC-FD-87	<a href="#">Edit</a> <a href="#">...</a>

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 Device Management interface. The left sidebar is collapsed, and the main area displays a list of managed devices. A device named "DESKTOP-4905BN3" is selected, and a context menu is open over it. The menu includes options like "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, which is highlighted with a blue border. A tooltip on the "Upgrade OS" option states: "This device cannot be upgraded because currently not supported. You can go to Windows Update Management to upgrade Windows device." The device details shown in the list are: Device Name: DESKTOP-4905BN3, Platform OS: Windows 10.0.19045.2546, 64bit, App Version: 6.11(4556), 64bit, Assignment: Demo2, MAC Address: 7C-91-20-52-41-53, and Show More.

Now you will be sent to the Update Management Menu:



The screenshot shows the Zoom Update Management interface. The left sidebar is titled 'ADMIN' and contains the following navigation items:

- Dashboard
- User Management
- Team Chat Management
- Device Management
  - Overview
  - Device List
  - Order List
  - Enrollment
  - Update Management** (highlighted with a blue box and a red arrow)
  - System Config
  - Room Management
  - Workspaces Management
  - Phone System Management
  - Account Management
  - Advanced

The main content area is titled 'Update Management' and has a sub-section titled 'Windows Update' (also highlighted with a red arrow). It displays a table of updates:

Details	Classification	Publish Date	Unassigned Devices	Installed Status	Actions
Intel - System - 9/19/2017 12:00:00 AM - 11.7.0.1000	NONE	05/27/2019 23:25:29	4		...
2022-12 Security Update for Windows 10 Version 22H2 for x64-based Systems (KB5012170)	SECURITY	12/13/2022 10:03:06	3		...
Intel - Extension - 2316.5.0.0	NONE	11/16/2023 09:50:49	3		...
Microsoft .NET Framework 4.8.1 for Windows 10	NONE	10/10/2023 10:00:00	3		...

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.

Update Management

Windows Update

To manage your Windows system updates, please upgrade Zoom Rooms to 5.0 (5.2.2940.092) or later, and keep Zoom Rooms in login.

Active Updates Ignored Completed

Classification Publish Date Unassigned Devices Installed Status

1 item(s) selected Assign Devices Ignore

3.)

4.)

5.)

Classification	Publish Date	Unassigned Devices	Installed Status
NONE	09/13/2024 09:33:21	2	Installed 100%
NONE	09/13/2024 12:34:06	1	Installed 100%
NONE	09/05/2024 09:16:03	1	0%
SECURITY	09/05/2024 08:55:58	0	0%
SECURITY	11/14/2023 10:00:00	0	0%

Update Management

Windows Update

To manage your Windows system updates, please upgrade Zoom Rooms to 5.0 (5.2.2940.092) or later, and keep Zoom Rooms in login.

Active Updates Ignored Completed

Classification Publish Date Unassigned Devices Installed Status

1 item(s) selected Assign Devices Ignore

3.)

4.)

5.)

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.

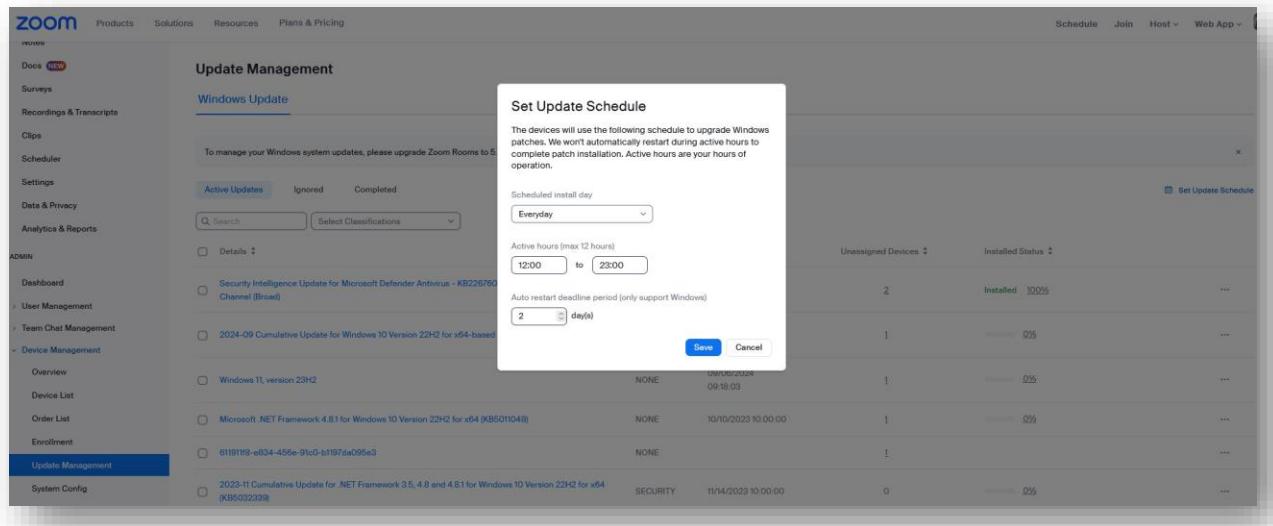
After assigning, the Windows updates will start automatically.

Search location or room

Unassigned Devices Installed Status

Unassigned Devices	Installed Status
2	Installed 100%
1	0%
1	0%
0	0%
0	0%
0	0%
0	0%
0	67%

Assign Cancel



The screenshot shows the Zoom Admin interface with the 'Update Management' section selected. A modal window titled 'Set Update Schedule' is open, showing the following configuration:

- Scheduled install day: Everyday
- Active hours (max 12 hours): 12:00 to 23:00
- Auto restart deadline period (only support Windows): 2 day(s)

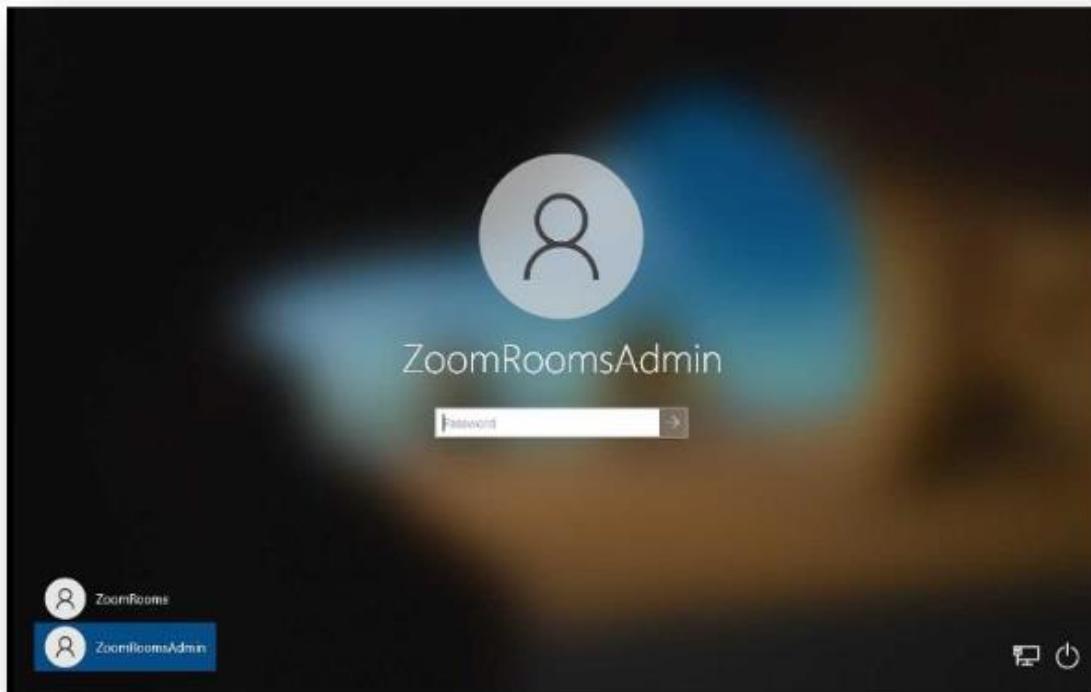
The main list of updates includes:

- Security Intelligence Update for Microsoft Defender Antivirus - KB2267000 Channel (Broad)
- 2024-09 Cumulative Update for Windows 10 Version 22H2 for x64-based
- Windows 11, version 23H2
- Microsoft .NET Framework 4.8.1 for Windows 10 Version 22H2 for x64 (KB6501048)
- 6119119-e934-456e-91c0-b1197ea099e3
- 2023-11 Cumulative Update for .NET Framework 3.5, 4.8 and 4.8.1 for Windows 10 Version 22H2 for x64 (KB65022329)

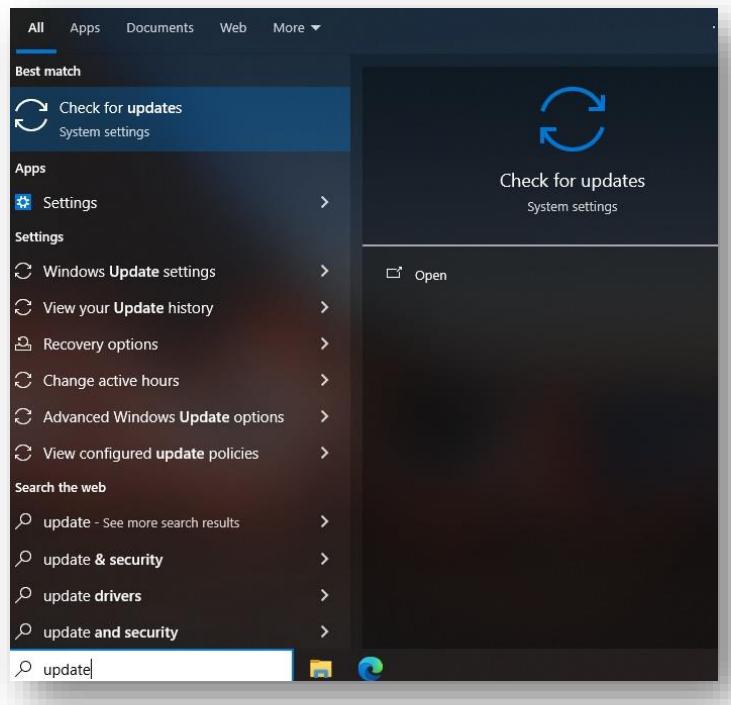
Ok once you have done all of this go back to your ZOOM Room Device and log into as Admin:

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



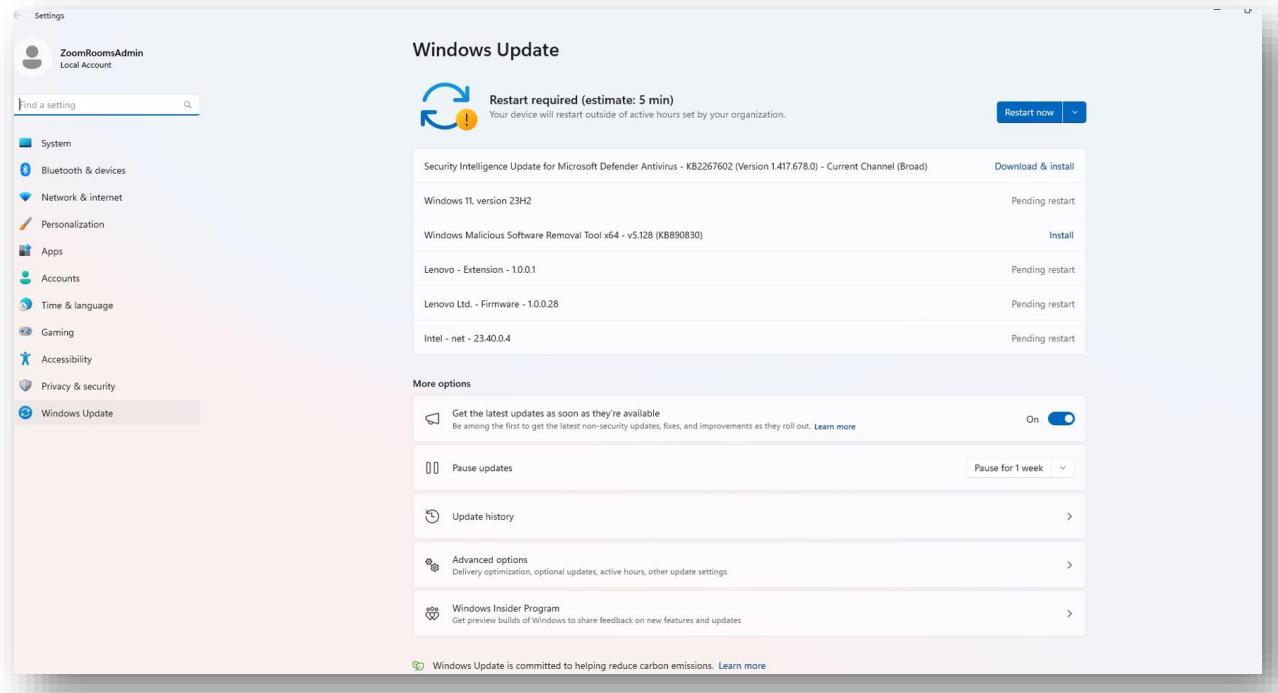


Access the Admin Profile with the Local Admin Password that you set while you did the install. Now select start/Run and type in Windows updates.



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

## Knowledgebase Article



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

