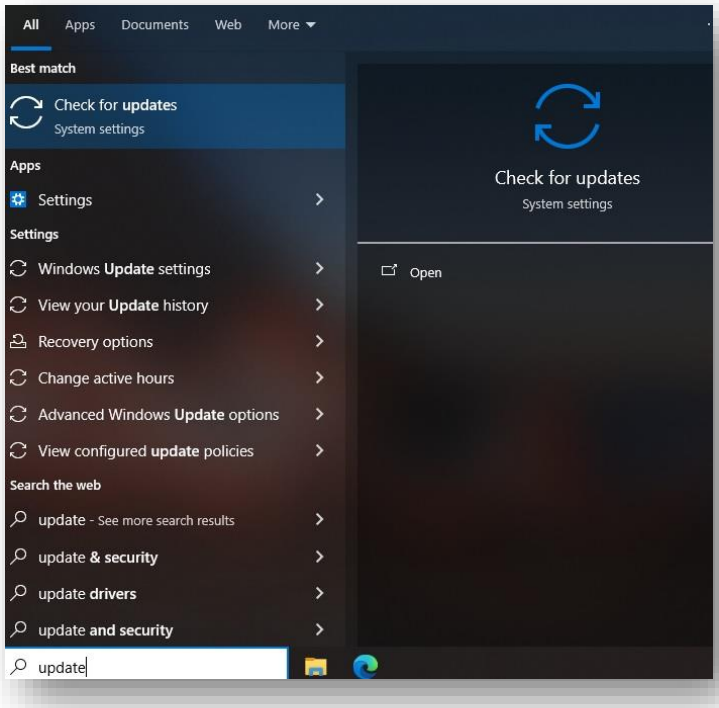
How to do the windows update and On-Board Zoom Room

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.

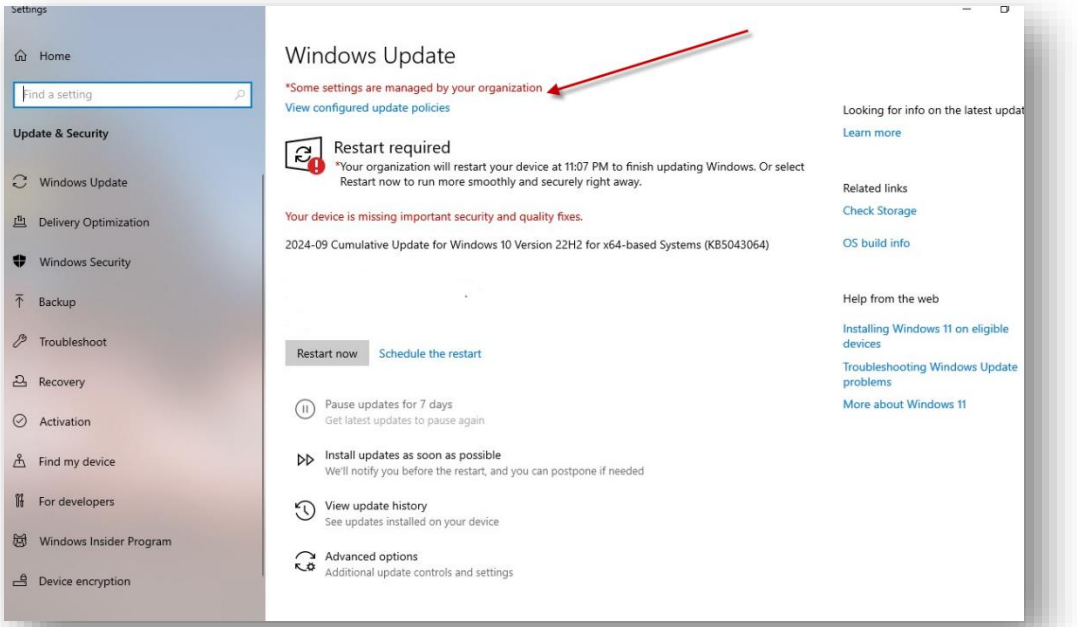
What is the issue of the Zoom Room.

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

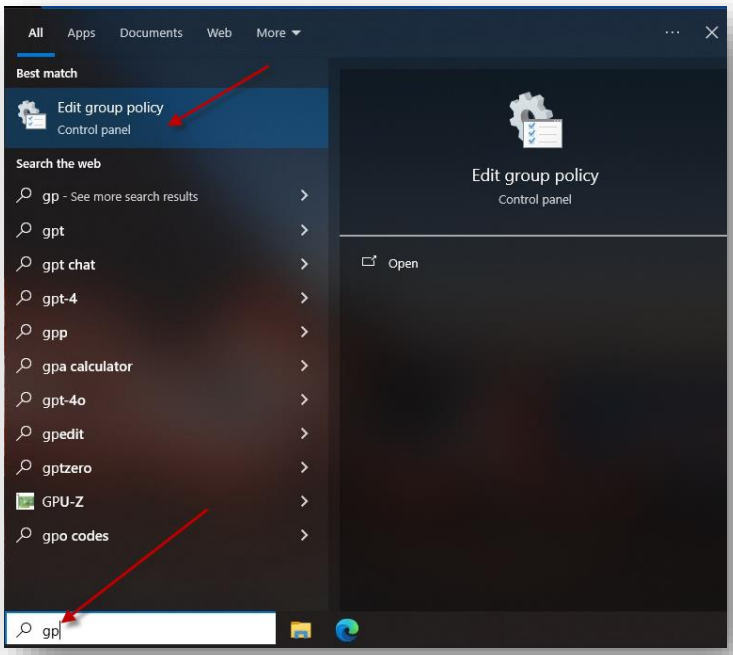
Access the Admin Profile with the Local Admin Password that you set while you did the install. Now select start/Run and type in Windows updates.

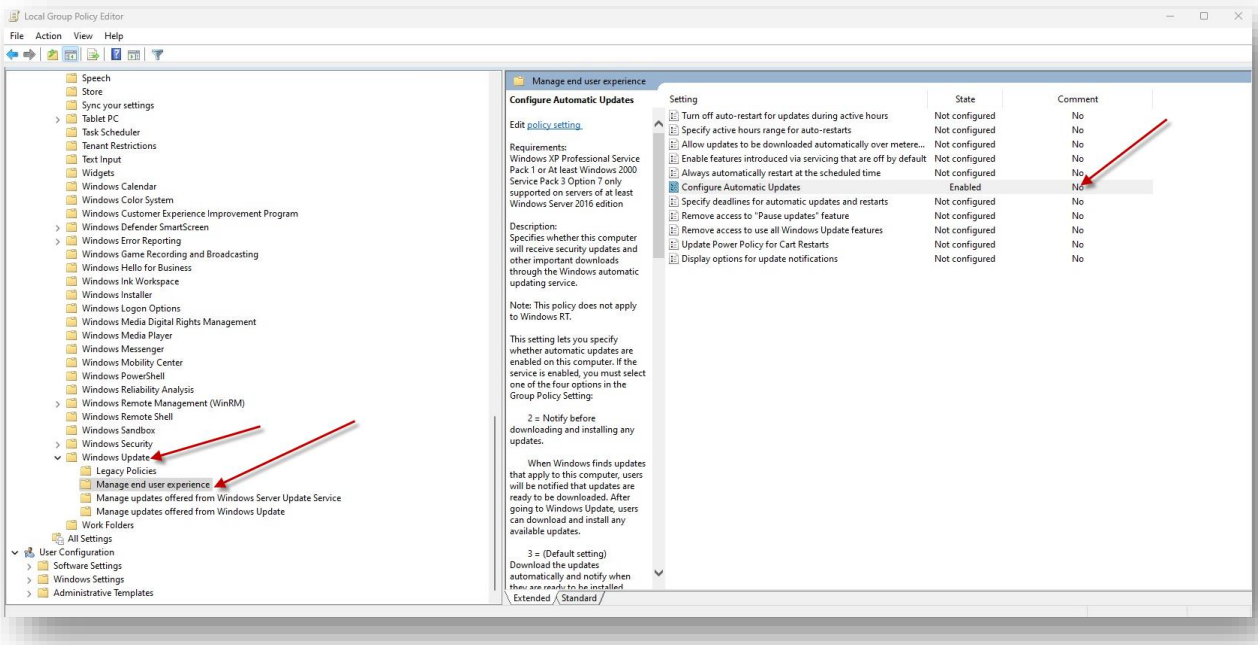


You will notice that this device is managed by your organization, that's a red flag that you will not be able to do the updates.

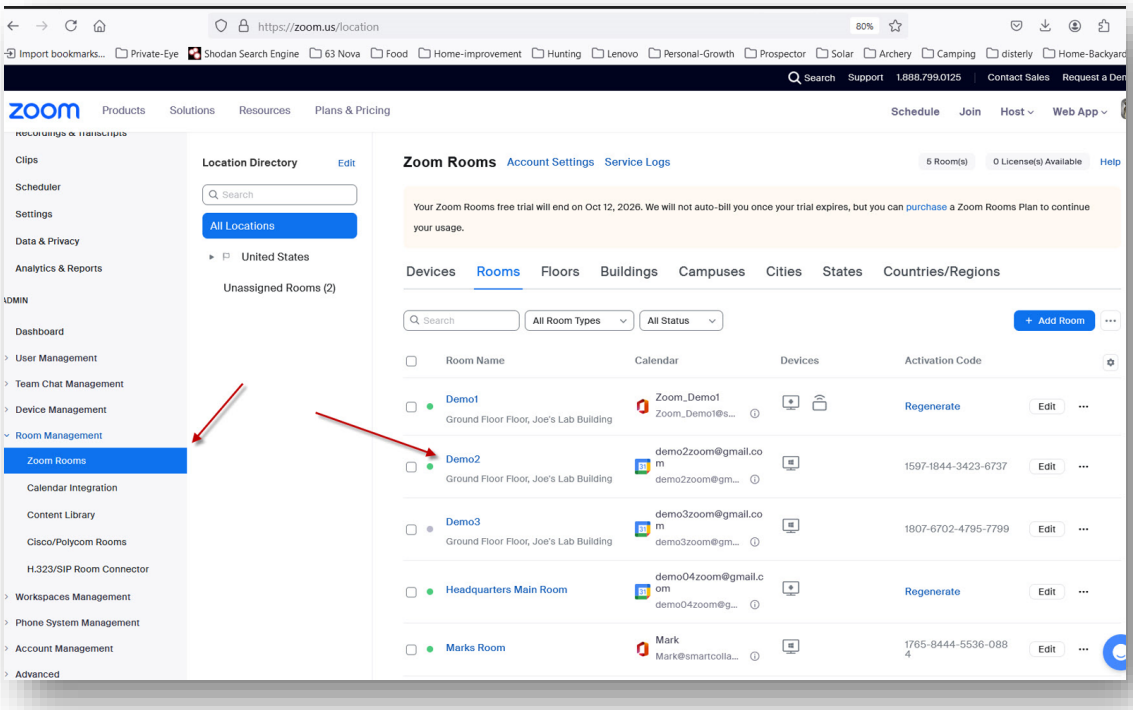


So, what is going on, if you open the local Group Policy Editor to view that is happening.

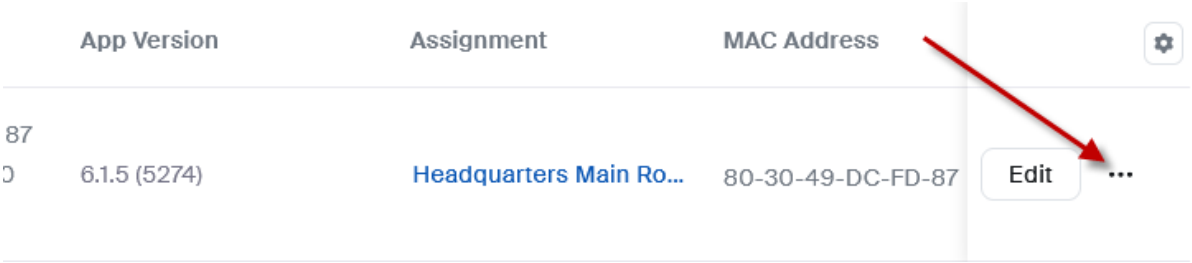




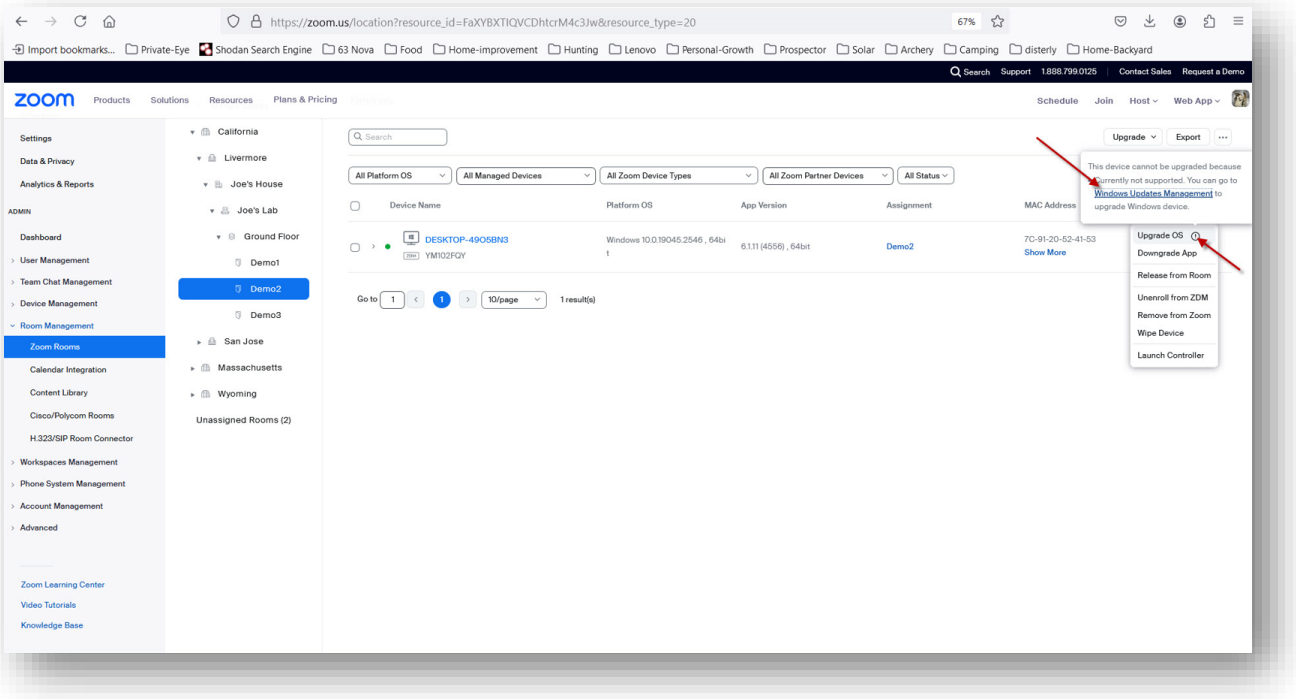
This is the issue and if you try to open this as admin then reset the PC this setting will persist, at this point reset the system and register this device as a Zoom Room Device to your Zoom Room Portal. Once it's registered look for the Zoom Room within your Zoom Room Portal.



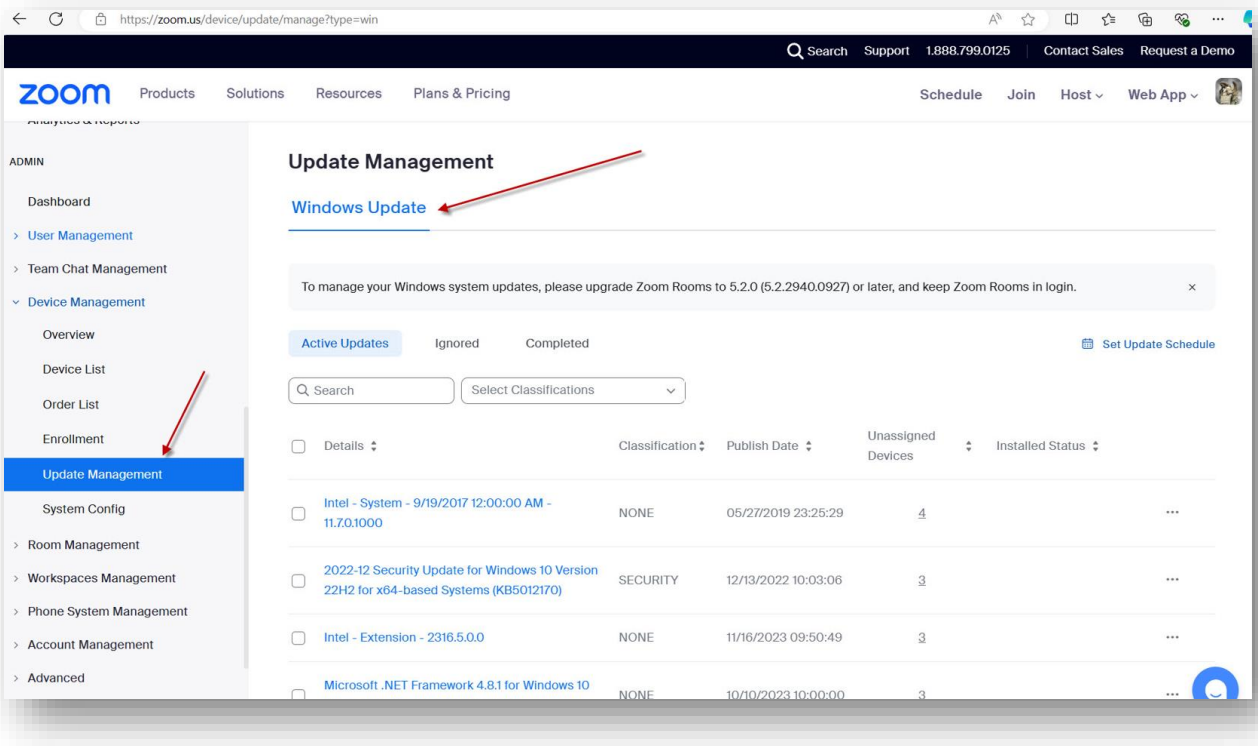
At this point select the Zoom Name: Within this Doc we are looking at Demo2, Click on the Three dots to the far right of the Named Device:



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



Now you will be sent to the Update Management Menu:

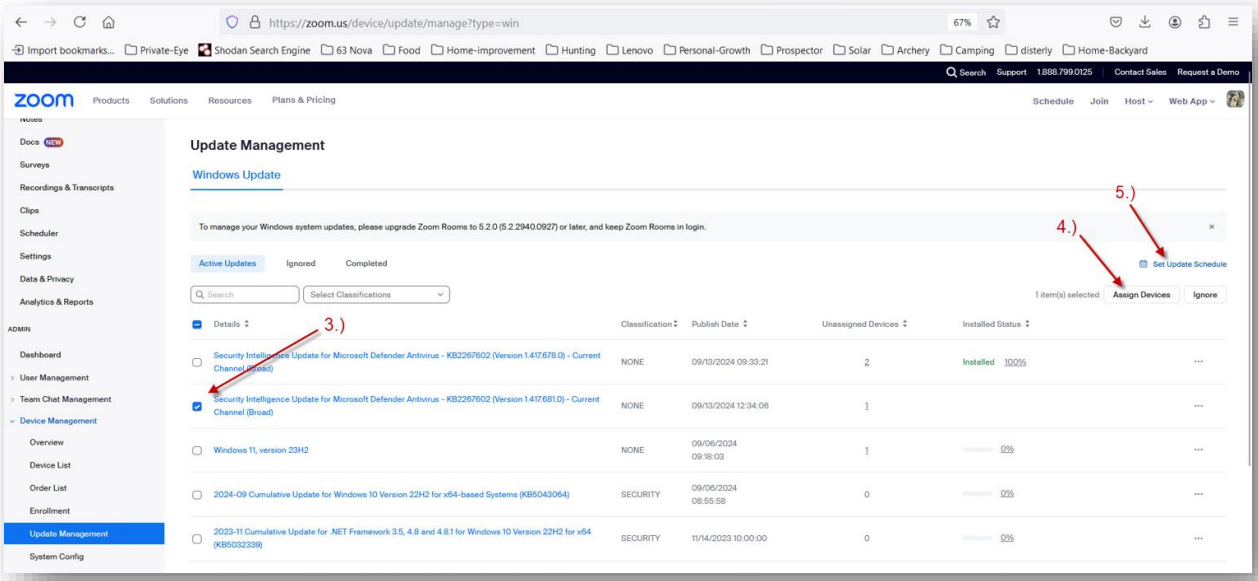


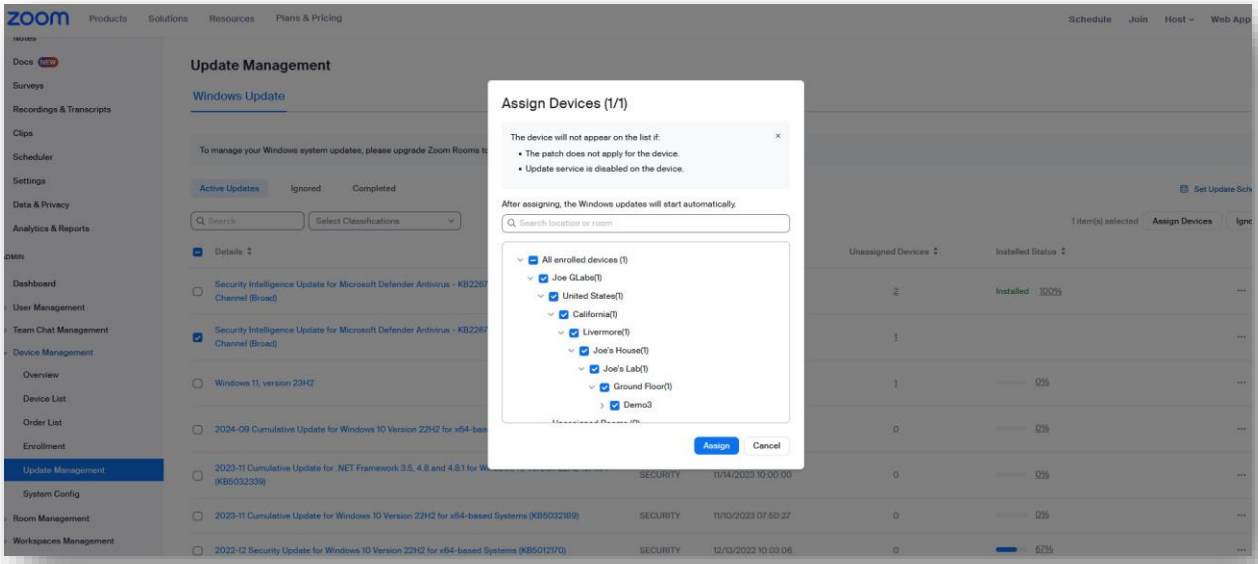
Moving forward from here there is a Three step process to allow the device to update the drivers and updates.

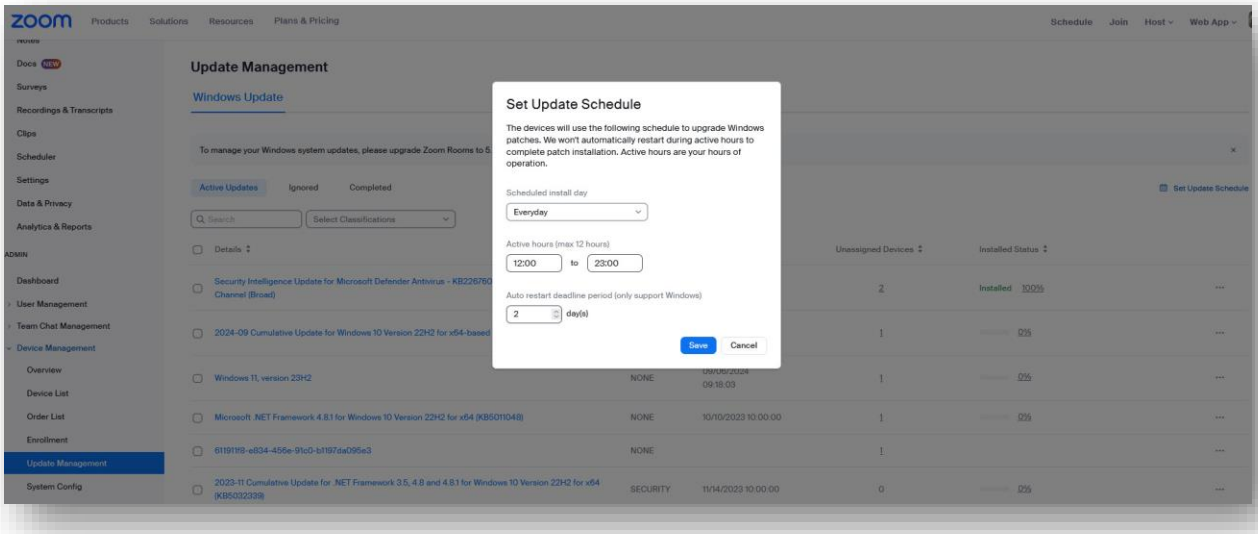
3.) Select the updates, and this point selected all of them!

4.) Assign the Devices to the updates.

5.) Set a Window of Time that you will allow the updates to happen.


https://zoom.us/device/update/manage?type=win
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
Select Classifications
1 item(s) selected
Assign Devices
Ignore
Set Update Schedule
3.)
4.)
5.)

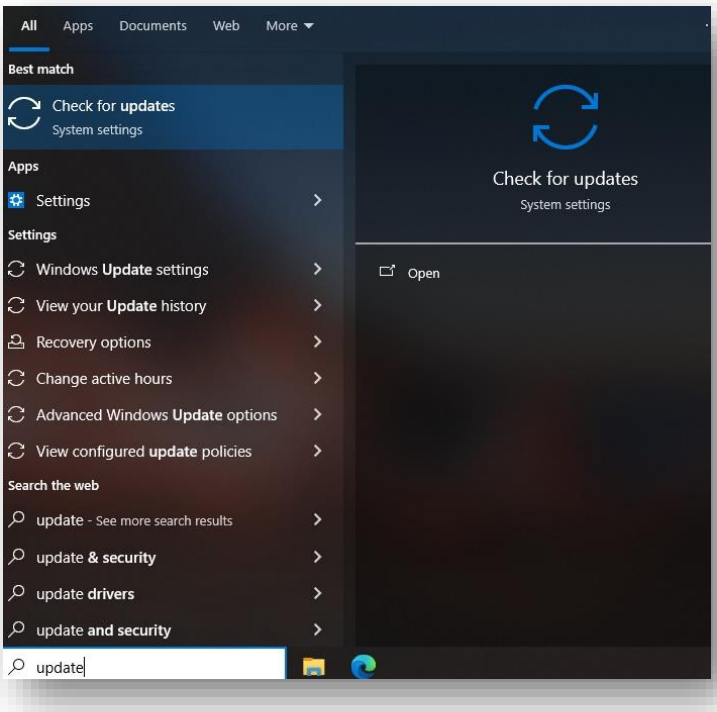

Update Management
Windows Update
Assign Devices (1/1)
The device will not appear on the list if:
• The patch does not apply for the device.
• Update service is disabled on the device.
After assigning, the Windows updates will start automatically.
Search location or room
All enrolled devices (1)
Joe GLabs(1)
United States(1)
California(1)
Livermore(1)
Joe's House(1)
Joe's Lab(1)
Ground Floor(1)
Demo3
Assign
Cancel



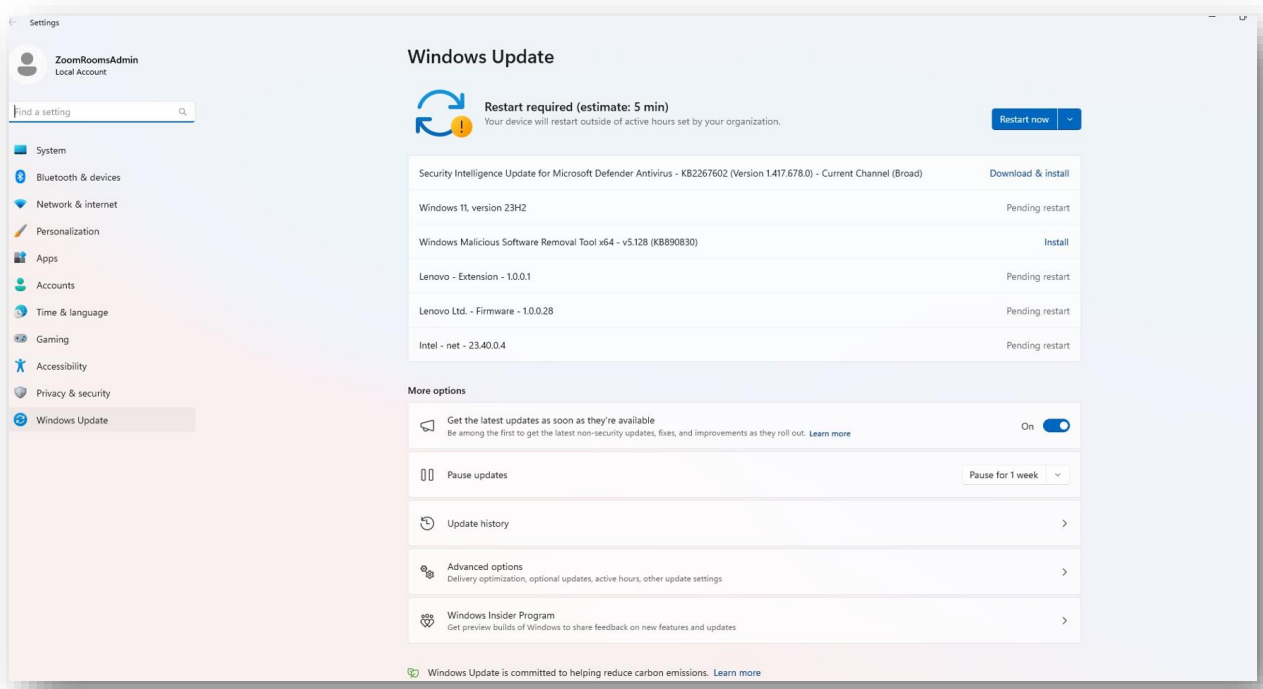
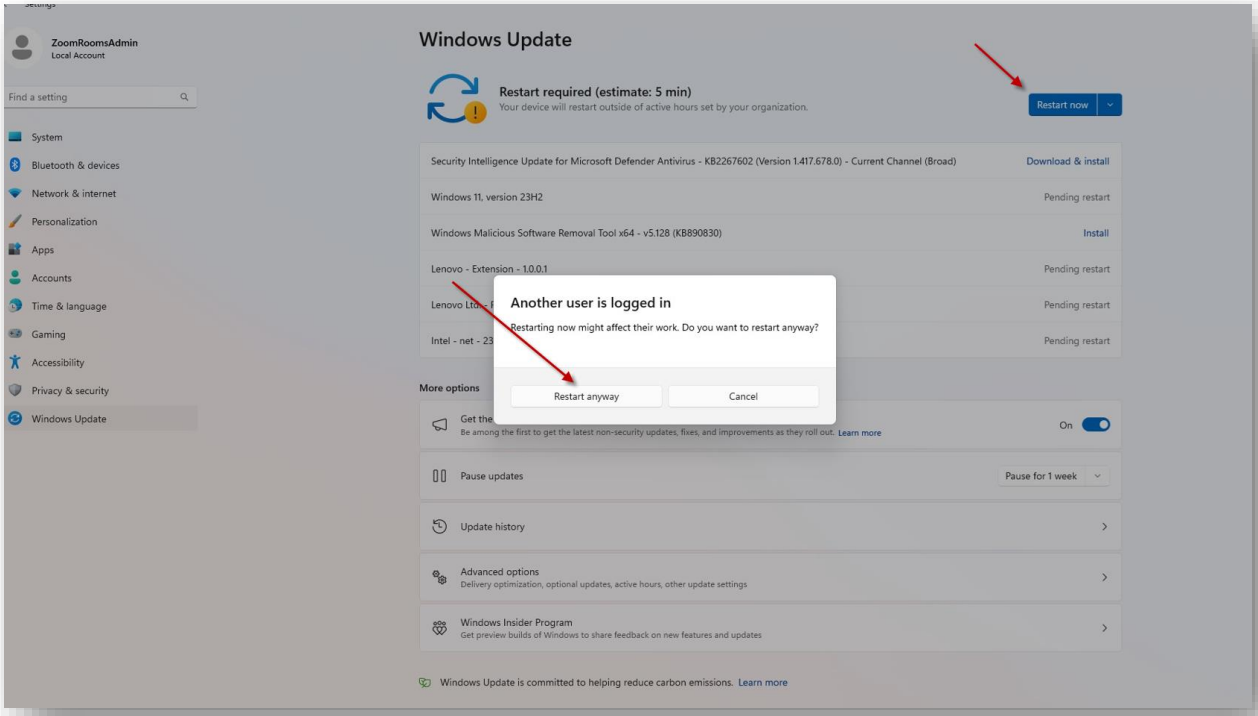
Ok once you have done all of this go back to your ZOOM Room Device and log into as Admin:

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



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