

Updating Support Assistant at a Site

<https://campus.barracuda.com/doc/90440029/>

You can update the Support Assistant at a site if there is a new version of Support Assistant available.

You can also update Support Assistant on a device by device basis, by going to **Status > Support Assistant**. For more information, see [To upgrade Support Assistant on one or more devices](#).

- When a Support Assistant device is not connected, Service Center buffers the upgrade script until that device reconnects.
- By default, Support Assistant is installed in the following location: **C:\Windows\Program Files\Support Assistant** or **C:\Windows\Program Files(x86)\Support Assistant**. Its copy of **OMDesktop.exe** is located in that directory.

To update Support Assistants across different sites

1. In Service Center, click **Update Center > Products**.
2. Select the check boxes for the sites where you want Support Assistants upgraded.
3. Click **Advanced Options**.
4. Click the **Update Support Assistants for selected sites** check box.
5. Click **Update**.

The end user must log off and log in again to complete the upgrade.

If an update fails, logs provide notification. If a Support Assistant upgrade fails, there is an indication on the Support Assistant page that it failed.

To see the reason why the failure occurred, hover your mouse over the icon.

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