

Updating the CloudGen Access Application

<https://campus.barracuda.com/doc/96767137/>

You can download and update the CloudGen Access Application from:

- [iOS](#)
- [Android](#)
- [MacOS](#)
- [Windows](#) – The .msi file will download to your Windows machine.

Note: The CloudGen Access App requires the user to re-authenticate their devices once a month, refreshing the certificate. The user will receive a reminder 22 days after the last refresh of the certificate to authenticate in order to continue having access.

iOS

For versions iOS 13 and iPadOS 13 and later, apps and games that you download from the App Store are automatically updated by default.

To update manually:

1. Open the App Store.
2. If you're using iOS 12 or earlier, tap **Today** at the bottom of the screen.
3. Tap your profile icon at the top of the screen.
4. Scroll down to see pending updates and release notes.
5. Tap **Update** next to *CloudGen Access* to update.

For more information, see <https://support.apple.com/en-us/HT202180>

Android

1. Open the Google Play Store app.
2. Tap **Menu**.
3. Tap **My apps & games**.
4. Search for *CloudGen Access*.
5. Tap **Update**.

For more information, see <https://support.google.com/googleplay/answer/113412?hl=en>.

MacOS

On your Mac, choose the **Apple** menu, and then check if you have any updates available. The number of updates appears to the right of the App Store in the menu.

To get your updates, choose the App Store. After the App Store opens, click **Updates** in the sidebar. To automatically keep apps up to date:

Configure automatic download and installation of CloudGen Access App updates:

1. In the App Store on your Mac, choose **App Store > Preferences**.
2. Select **Automatic Updates**.

Windows

MSI

Download link: https://downloads.access.barracuda.com/windows/Access_latest_x64.msi

The Windows application version 1.7.0 and above comes with an auto-update feature. The application should automatically update if either:

- The tunnel is turned off: You can turn it off from **Settings**; Toggle the first button. – OR –
- The user clicks on the UPDATE button: The button will display if there is a newer version available.

If you are using an RMM to install the agent and do not want auto-update to be enabled, set the Windows registry key DisableUpdate to **1**. The exact path of DisableUpdate is as follows:

```
\HKEY_LOCAL_MACHINE\SOFTWARE\Barracuda\CloudGen Access\DisableUpdate
```

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