

Keeping Your Site Up to Date

Have you had to install a hotfix from us, or did you do your last update via a manual file push? If so, it may be time to run an **Update All Devices** from the WebUI in order to keep your site running smoothly.

This tech tip covers when, why, and how you should use the **Update All Devices** feature, which is available on the Synapse WebUI.

Things to Know

When you click **Update All Devices**, it sets a flag in your site configuration to capture your current site-wide software version. This flag may become out of date if you have to do a manual file push in the case of a trial patch or perhaps you didn't have an Internet connection at the time of your last upgrade.

When a new device joins your site it will check this flag in order to upgrade to the site-wide software version, assuming there is an Internet connection on the network. You may run into a situation where a phone tries to downgrade itself because the flag hasn't been updated.

How Update All Devices Works

When logging into the Synapse WebUI as an admin, under **Device Management** → **Update Device** you are presented with all the update methods, including **Update All Devices**. When you click this button it will tell all devices on the site to check on the Internet for the latest software on our public server. It will also set the site-wide software version flag within the site-wide configuration. Please remember that this process can take some time—roughly 2 to 3 minutes per device that needs to upgrade—and that each device will reboot after it has finished upgrading.

Logout
System Settings
Extension Settings
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Modify Device
Back up/Restore
Update Device
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Help

Update Device: Ext. 1286

Current Software Version
synapse-ds-petra-v3.0.0-1

Automatic Update

Language Support
 English Français

Warning: Languages other than English may not support all the latest features.

Update Selected Device
Check For Update

Update All Devices Automatically
Update All Devices

Tips

- Make sure you are not plugged into a Deskset's PC pass-through port while performing the update as that Deskset will reboot after its upgrade and will drop your network connection.
- Do not attempt to perform a manual upgrade after starting the **Update All Devices** process. This may cause your device to hang while upgrading.
- Log into another device as an admin and refresh the **Detailed Site Information** page located under **System Settings** → **System Information** to keep track of which devices have upgraded to the new software.

System Settings

System Information

- Basic Settings
- Auto Attendant
- Call Queue
- Call Restriction
- Dial Plan Settings
- Direct Inward Dial
- Fax Configuration
- Group Mailbox
- Hold/Park Settings
- Overhead Paging
- Paging Zones
- Ring Groups
- System Directory
- Trunk Naming
- Trunk Reservation
- Trunk Routing
- Vicemail to Email

Extension Settings

PSTN Settings

ATA Settings

SIP Settings

T1 Settings

Device Management

Help

System Information

The following devices are registered at this site:

Desksets: 85
 ATAs: 2
 PSTN Gateways: 1
 T1 Gateways: 1
 SIP Gateways: 1
 Expansion Modules: 0

Current Appearance Mode: Call Appearance

For detailed information regarding this site, press the button below.

[Detailed Site Information](#)

ANALOG TERMINAL ADAPTERS			MODEL: SB67050		
Device ID	MAC Address	IP Address	Software Version	Connected	
ATA (1201,1202)	00:11:A0:1A:51:6B	10.200.11.223	3.0.0	Yes	
ATA (1332,1333)	00:11:A0:16:7D:C8	169.254.7.112	3.0.0	Yes	

- If you are already at the latest software available on our server, it will simply verify the software on each device and update the site-wide software flag within the configuration.
- If you have remote access to your customer site, why not perform the **Update All Devices** process remotely and after your customer's business has closed for the day?