Options for Updating Zoom to 5.0+

This guide is intended to show Technology Services technicians the options for updating Zoom to the required 5.0 or later version. PLEASE NOTE: This is only required for district computers running the OLD image; AAD Joined computers will automatically update Zoom when connected to the internet.

**Option 1: See if user can perform update themselves**

1. I would first start by seeing if an update is even required. It is possible that some devices that were hybrid joined may have received an update. Please launch Zoom and check for an update.
2. The update window will show the current version.

3. See if the users can perform the update themselves under the currently logged in credentials. If they are unable to proceed, please provide them with the local Administrator password. In the UAC prompt they will need to type \Administrator in order to use the password locally. They can then use the “Check for Updates” like pictured in step 1, or just run Zoom as an Administrator by right clicking the icon.
4. On the UAC prompt, make sure they are selecting “Use another account” and type `\Administrator` as the user name like shown below. As this prompt appears on the Secure Desktop you will need to read them the Administrator password slowly to ensure they type it correctly as they cannot simply paste the password. If the user encounters an error about the the Domain Not being Available it is because they did not utilize the `.\` before Administrator. It is important they properly type the password as it is case sensitive.

Option 2: If user needs help to perform the update

1. Start Quick Assist either from search box or Start Menu > Windows Accessories > Quick Assist
2. Select “Assist another person”

3. The system will sign you in into your work account and then generate you a Share security code. You will need to provide this to the customer on the other end who will then type it in the “Get assistance” box. Once all 6 numbers are correctly typed in, the user will click on the “Share screen” button. You will then select the option to either Take full control or View Screen.

4. The user will then need to Allow your connection (above).

5. The system will now connect you and you can interact in the user’s desktop environment.

6. Please note the following limitation when attempting to do UAC elevated tasks such as software installs. The Quick Assist window will pause as pictured below, and you will be unable to do anything. This is because Windows has switched to the Secure Desktop mode and is prompting the user for Admin credentials.
1. **Workaround Instructions** (OLD SCCM IMAGE ONLY/ VPN REQUIRED) First, **Connect the user to VPN** and find the tunneling adapter IP address which is an internal TUSD IP address. Sadly, SI does not give this information, you must find it alternatively. Note, they start with a 172. Address. Running “ipconfig” from the command line will give you this address like the screenshot below.

2. You can then connect via Remote Viewer to that IP address, feel free to close your Quick Assist session once you are connected via Remote Viewer. Note: As this method requires VPN remain connected, logging out the user will cause your connection to drop.

3. Once connected to Remote Viewer you should be able to see the Secure Desktop UAC prompt and perform this action for the user.
Option 3: Join meetings using the Zoom Web Client (Limited Functionality)

1. Users can visit [https://tusd1.zoom.us/wc/meetingID/join](https://tusd1.zoom.us/wc/meetingID/join) to join to a meeting (you must replace the meeting ID in this weblink with the actual Meeting ID). Alternatively, you can go to [https://zoom.us/join](https://zoom.us/join) and simply type in the Meeting ID supplied by the host that created the meeting, you will be prompted if a password has been set.

![Join a Meeting](image)

2. The host will have need to enable the “Join from browser” functionality. For more information, visit: [https://support.zoom.us/hc/en-us/articles/115005666383](https://support.zoom.us/hc/en-us/articles/115005666383) Users will need to click “Cancel” if the web browser attempts to launch Zoom, then click “join from your browser” like below

![Launching](image)

3. Users will be prompted to allow access to the camera and microphone, they must allow both if they wish to participate in video chat.