How the Agent Update works

There are two scenarios how the TrueDEM Agent (Store App) is being updated today.

- After restarting the OS (and login) - based on AppInstaller
- Auto-update - based on AppInstaller

For both scenarios it is important that the End User Device can reach the following URL: https://autodiscover.truedem.com
Both of them rely on the AppInstaller Framework.

After restarting the OS

The TrueDEM Manager is responsible of this action and checks for a new update. Whenever a user starts up the Device and logs in to the Operating System, the TrueDEM Manager is executing an online update check. If an update is avaialble, it will try to pull and update the TrueDEM Agent automatically. You can see the activity in the TrueDEM Manager Log files.

Auto Update

The Auto-Update fully relies on Microsoft's AppInstaller Framework. Based on Microsoft description, the System checks for updates in the background every **8 hours**
https://learn.microsoft.com/en-us/windows/msix/app-installer/update-settings

Based on our experience it can happen that it takes more than 8 hours.
Note: panagenda can not influence this behaviour

ⓘ   You can read all details in our **TrueDEM Manager Installation Guide PDF** doc which we share with every customer