

TELESCOPE UPLOADER UPDATE INSTRUCTIONS

Server Updates:

- 1) Make a backup
 - Login to the Telescope Web Server
 - Make a backup copy of the current uploader files. The default location is:
\inetpub\wwwroot\tsweb\default\BrowserPlugins\TSUploader-940.exe
and
\inetpub\wwwroot\tsweb\default\BrowserPlugins\TSUploader-940.dmg.bin
- 2) Replace TSUploader on the server side
 - **NOTE:** If you have multiple Web Application servers, it is recommended that you test by following the instructions below (including **Client/User Updates**) and verifying that a file can be successfully uploaded on a single server prior to rolling the change out to all servers.
 - Log into the Telescope [software distribution portal](#) and download the Uploader Apps [here](#)
 - Copy the new Windows **TSUploader-940.exe** and Mac **TSUploader-940.dmg.bin** files to
\inetpub\wwwroot\tsweb\default\BrowserPlugins
 - Make sure to copy the files to *all* Telescope sites. The default directory is:
\inetpub\wwwroot\tsweb\<site_name>\BrowserPlugins
 - Be sure to copy the files to each site's directory
 - Repeat the above for all Web servers.
 - Restart the IIS service for each Web server.
- 3) Update the configuration file
 - Open file Config.plist located at
\Telescope\Applications\tsweb.woa\Contents\Resources
 - Find the line that starts with "TelescopeUploaderVersion"
 - Update the version number to 95.0.40379
 - Repeat the above for *all* Web Application servers.
 - Restart *all* TSWeb instances on all Web Application servers.

Client/User Updates:

1. Windows Users

- Uninstall the current Telescope Uploader.
- Download the new uploader using the above link, then install it.

OR

- login to Telescope and click on Import, then follow the steps to download then install the uploader.

2. MacOS Users

- Uninstall the current Telescope Uploader.

NOTE: If you get an error, open your Terminal application and type this command:

```
rm -rf /Applications/TelescopeUploader940.app
```

- Download the new uploader using the above link, then install it.

OR

- login to Telescope and click on Import, then follow the steps to download then install the uploader.

Additional Information:

If you have any issues or questions in execution of this update, please open a [support ticket](#) and our support team will be happy to assist you.

To ensure all of the appropriate staff within your organization are informed about important product updates, please notify success@ignitetech.com with emails for individuals who should receive these announcements.