Technical Note

Admin By Request
ZERO TRUST PLATFORM

Product Platform: **All platforms**
Product Version: **All versions**
Document Date: **1 June 2025**
Document Version: **1.0**

Updating Client Software for Large Enterprises

Overview

Keeping the Admin By Request (ABR) client software up-to-date is essential for security, stability, and access to the latest features. This technical note provides best-practice guidance for enterprise administrators on how to manage ABR client software updates at scale, with a focus on avoiding redundancy, ensuring compliance, and minimizing administrative overhead.

Recommended Update Strategy

Preferred Approach: Use Enterprise Software Deployment Tools

For enterprise-scale environments, we recommend using your internal software deployment tools to manage ABR client updates, rather than using the Admin By Request Auto Update feature.

Auto Update can (and should) be used in special cases - these are discussed later in this article.

Supported tools include:

- Microsoft Endpoint Configuration Manager (MECM/SCCM)
- Microsoft Intune
- JAMF (macOS)

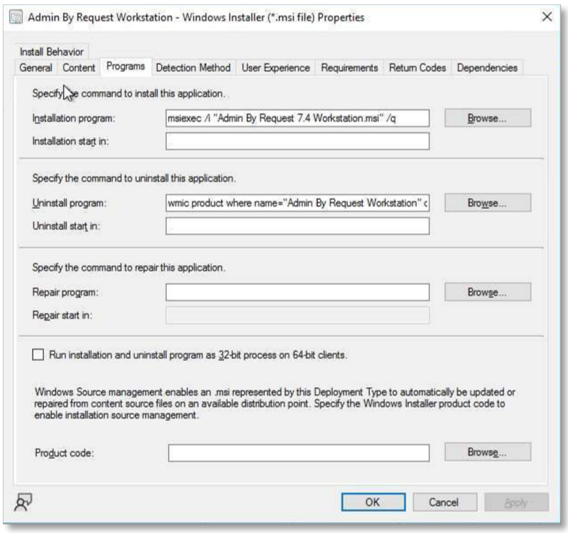
ABR client updates are also known to work with other MDM products, such as Ivanti / LANDesk. However, at the time of writing, only the three mentioned above are routinely tested.

We recommend deploying client updates using your MDM tool over Auto Update because that allows greater control over version targeting, deployment schedules, rollback capabilities, and compliance reporting.

Best Practices

1. **Enable version-aware deployment**: Only deploy ABR updates if the installed version is older than the package being pushed.

   For example (SCCM deployment condition):



Admin By Request Workstation - Windows Installer (*.msi file) Properties

Specify the command to install this application.

Installation program: msiexec /i "Admin By Request 7.4 Workstation.msi" /q

Installation start in:

Specify the command to uninstall this application.

Uninstall program: wmic product where name="Admin By Request Workstation" c

Uninstall start in:

Specify the command to repair this application.

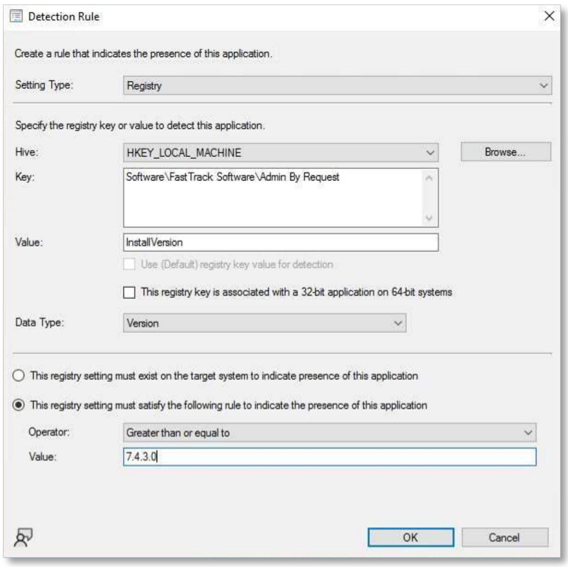
Repair program:

Repair start in:

☐ Run installation and uninstall program as 32-bit process on 64-bit clients.

Windows Source management enables an .msi represented by this Deployment Type to automatically be updated or repaired from content source files on an available distribution point. Specify the Windows Installer product code to enable installation source management.

Product code:



Detection Rule

Create a rule that indicates the presence of this application.

Setting Type: Registry

Specify the registry key or value to detect this application.

Hive: HKEY_LOCAL_MACHINE

Key: Software\FastTrack Software\Admin By Request

Value: InstallVersion

☐ Use (Default) registry key value for detection

☐ This registry key is associated with a 32-bit application on 64-bit systems

Data Type: Version

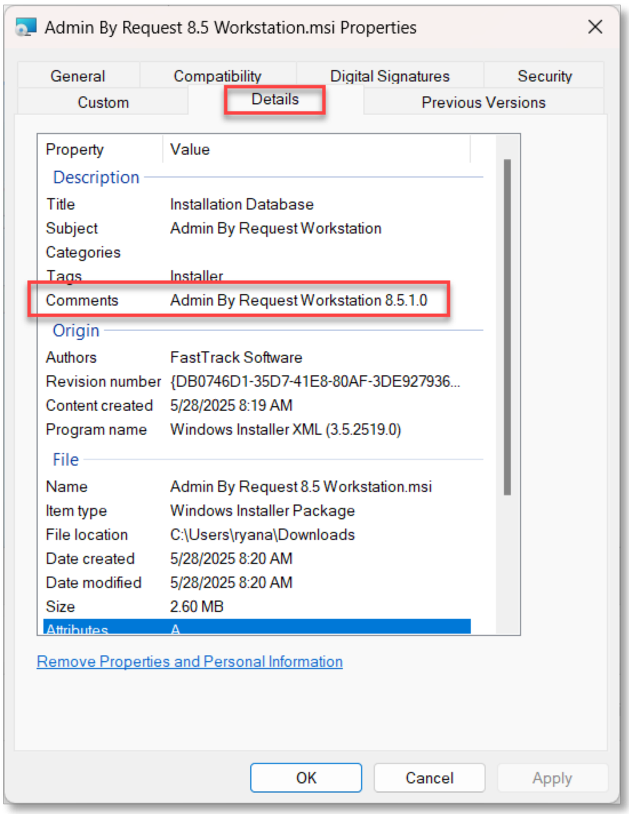
○ This registry setting must exist on the target system to indicate presence of this application

● This registry setting must satisfy the following rule to indicate the presence of this application

Operator: Greater than or equal to

Value: 7.4.3.0

2. **Source the exact ABR version** from file properties of the downloaded installer. The download portal only displays **major.minor** (e.g., **8.5**), whereas the full version (e.g., **8.5.1.0**) is embedded in the file's metadata (**Right-click > Properties**):



Admin By Request 8.5 Workstation.msi Properties

Property	Value
Description	
Title	Installation Database
Subject	Admin By Request Workstation
Categories	
Tags	Installer
Comments	Admin By Request Workstation 8.5.1.0
Origin	
Authors	FastTrack Software
Revision number	{DB0746D1-35D7-41E8-80AF-3DE927936...
Content created	5/28/2025 8:19 AM
Program name	Windows Installer XML (3.5.2519.0)
File	
Name	Admin By Request 8.5 Workstation.msi
Item type	Windows Installer Package
File location	C:\Users\ryana\Downloads
Date created	5/28/2025 8:20 AM
Date modified	5/28/2025 8:20 AM
Size	2.60 MB
Attributes	A

3. **Test update packages** in a pilot group before broad rollout.

Auto Update Feature

The Auto Update feature allows clients to fetch updates directly from the ABR cloud. While this may seem convenient, sometimes it's not ideal for enterprises due to the following concerns:

- Loss of control over version timing
- Increased external internet dependency
- Risk of unexpected behavior during broad deployment

Auto Update is configured via the Admin By Request portal at **Settings > Tenant Settings > Auto-Update > WINDOWS WORKSTATION**.

As well as Windows Workstation, separate settings are available for Windows Server, Mac and Linux endpoint clients.

Recommended Use Case

Enable Auto Update temporarily (i.e. for a defined period only) if:

- Devices are off-network (e.g., field staff or remote workers)
- You lack coverage through traditional deployment tools
- You need to perform an emergency update (e.g., for a security patch)

Recommended Settings

Set Auto Update to **ON** for 2–4 weeks to catch unreachable endpoints. Afterwards, disable Auto Update to resume managed deployment.