

Good day,

Beginning May 30, 2020, all Zoom clients must be on v5.0+ in order to join any meeting, as GCM Encryption will be fully enabled for all Zoom meetings. Zoom 5.0 clients are also compatible with the current encryption used by Zoom meetings prior to May 30.

Please click on the link and watch the video on How to Update Your Zoom Client

<https://support.zoom.us/hc/en-us/articles/360043555772>

This article covers:

- [Updating the Zoom client on desktop](#)
- [Updating the Zoom client on mobile](#)
- [Frequently asked questions](#)

Updating the Zoom client on desktop

Updating the client

1. Navigate to Zoom's [Download Center](#) and select **Download for Zoom Client for Meetings**.
Note: If you are having issues on this page, please use this [secondary installation page](#).
2. Run the downloaded installer file and follow the instructions to install.

Troubleshooting

- Uninstall and reinstall the client.
- If you receive a prompt asking for administrative system credentials to continue installing and you are unsuccessful in providing correct credentials, please contact your internal IT team for further assistance. If your computer is not managed by an IT team, uninstall the app and download the app again from Zoom's [Download Center](#).
- If you receive an error code or message, please see further information on [error codes and messages](#).

Updating the Zoom client on mobile

Updating the application

1. Navigate to either [Google's Play Store](#) for Android or [Apple's App Store](#) for iOS and search **ZOOM Cloud Meetings**.
2. Select **Install** and follow the instructions to install.

Troubleshooting

Android

1. Uninstall and reinstall the app.
2. Follow [Google's troubleshooting steps](#) to attempt to install.
3. Manually install Zoom on your Android device by selecting [Download from Zoom](#).

iOS

1. Uninstall and reinstall the app.
2. Follow [Apple's troubleshooting steps](#) to attempt to install.

Frequently asked questions

What if I can't update by May 30?

If you are unable to update to client version 5.0 by May 30, you will be able to join your meeting from [the web client](#). The web client offers many of the [same meeting and webinar features](#) as the desktop client and mobile app.

What is GCM?

GCM is short for AES 256-bit GCM encryption, which provides Zoom meetings and webinars with increased protection for meeting data and resistance from tampering.

Do I need to make any other changes?

No, once you update Zoom, you can continue joining Zoom meeting and webinars like usual.

Can I opt out of GCM?

No, this is a required change for all accounts on the Zoom backend.

How will this affect my Zoom Rooms?

Zoom Rooms also need to be updated for version 5.0 or later.

How will this affect users who dial into my meetings by phone?

Users can continue to dial into meetings by phone for audio without any additional changes.

How will this affect my Conference Room Connector (CRC) rooms?

Zoom Conference Room Connector (CRC) rooms will not require any action as this change does not impact 3rd party device encryption. Zoom is upgrading the cloud-hosted room connector to ensure compatibility with all GCM meetings by May 3rd.

How will this affect my on-premise devices?

Customers leveraging self-hosted room or recording connectors will need to upgrade the server software to the new versions prior to May 30. Also note that from May 30, Zoom will no longer support legacy Meeting Connector released prior to September 2019. The minimum supported version of Meeting Connector will be 4.5.201900.0926

Still Having Issues

If you are unable to update or join by the web client, please log a case with the ICT for further assistance.

Portal: <https://staffrequests.mandela.ac.za/>

Telephone: Ext: 3000

Email: Helpdes@Mandela.ac.za