

Updating your OpenVPN client

1068 [TDO KB](#) August 24, 2026 [TDO software](#) 37

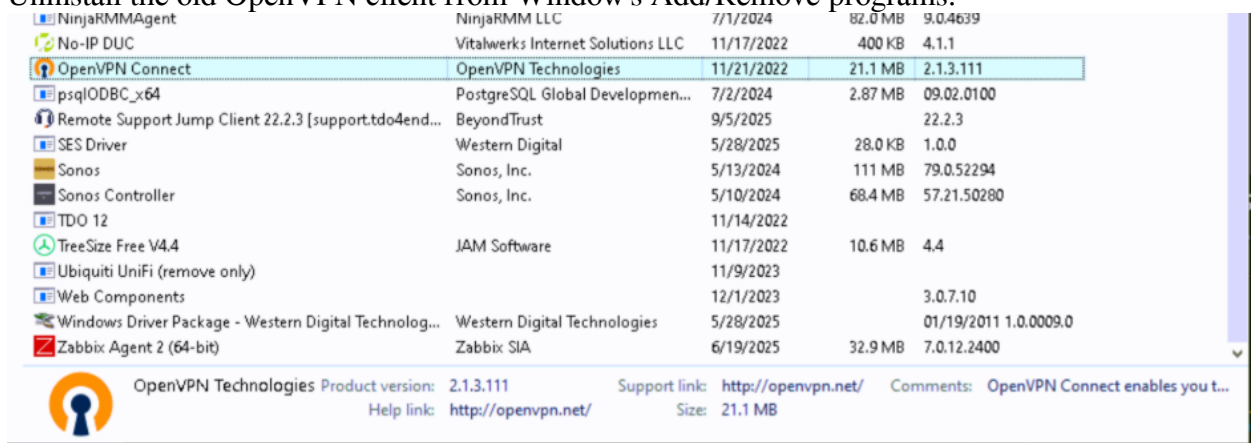
TDO Cloud Services has pushed out a new installer for the OpenVPN client that offers a more robust connector service to help keep you connection connected.

Prerequisites:

- Your server must be on Windows Server 2016 or newer or Windows 10 or newer
- You must have an active TDO Cloud Services account
- Access to your TDO server
 - If you are replicated, you need to access your "main" location server

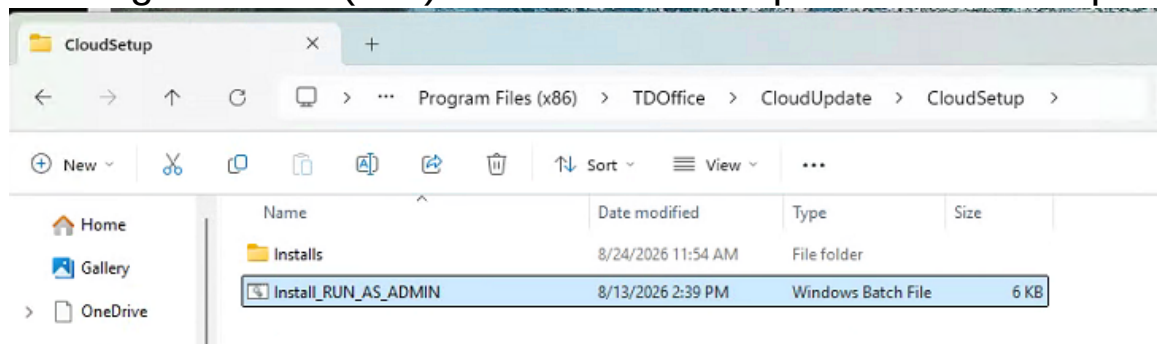
Steps:

1. Verify your environment meets with prerequisites above
2. Uninstall the old OpenVPN client from Window's Add/Remove programs:



3. Navigate to the following folder on your server

1. C:\Program Files (x86)\TDOOffice\CloudUpdate\CloudSetup\

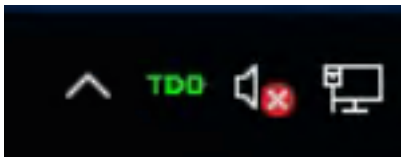


2. If the folder does not exist, you might be on the wrong server or you don't have an active TDO Cloud Service account.
4. Right click the "Install_RUN_AS_ADMIN.bat" file and choose "run as admin"

1. This will install the new OpenVPN client and also create the connector service.
5. You will see this if all went well:

```
Administrator: C:\windows\System32\cmd.exe
Checking if running as admin...
Running as Administrator
Checking OpenVPN Server...
--Using Azure OpenVPN
Installing new OpenVPN Client...
Installing: -OpenVPNClient_v35.msi
Install Complete
OpenVPN Client is running... Killing process...
Installing OpenVPN Connector Service
OpenVPN Connector Service has been installed.
Starting OpenVPN Connector Service
OVPNConnectorService is running.
Testing VPN Connection...
VPN is CONNECTED via the Connector Service
Installing Cloud UI...
1 file(s) copied.
--Success
1 file(s) copied.
OpenVPN Client version 3 with connector service has been installed.
Press any key to continue . . .
```

6. There is a new icon in your Windows Taskbar:



1. TDO - Green - VPN is connected
2. TDO - Red - VPN is not connected

Online URL: <https://kb.tdo4endo.com/article.php?id=1068>