## Step 1: Download the Service Pack

- Download <u>Service Pack 21.11</u>. Place the downloaded file inside a folder on the machine where the EUM Agent is installed.
- If prompted, you may need to import the ManageEngine public key certificate file during the upgrade process. Please download the latest certificate file (.crt) from <u>this link</u> and have it ready. This is a one-time process done to verify the integrity of the PPM file.

### Step 2: Shutdown the EUM Agent

• If the EUM Agent service is currently installed on your system, please stop it's operation. In the case of Windows, navigate to the **Services** application and locate the EUM Agent service. Right-click on the service and click Stop.

(or)

Using the command line option, execute the following command from the <*EUM Agent Home*> folder to stop the EUM Agent:

For Windows: StopServer.bat -force For Linux: sh StopServer.sh -force

As a good practice, we recommend you to take a complete backup of <*EUM Agent Home*> folder.

# Step 3: Upgrade process

- Run the following script located in the <*EUM Agent Home*>/*bin* folder: For Windows: UpdateManager.bat For Linux: sh UpdateManager.sh
- Browse to locate and select the service pack file (.ppm) saved on your computer.
- Click **Install** to initiate the upgrade process.
- If asked, browse and select the latest .crt file downloaded in the first step.
- Once the 'Installed' message appears on your screen, click **Finish** to complete the installation.

#### Step 4 : Start the EUM Agent

Once you have completed the upgrade process, proceed with the following steps to start the EUM agent:

• If the EUM Agent service is currently installed on your system, navigate to the **Services** application and locate the EUM Agent service. Right-click on the service and click Start.

(or)

Using the command line option, execute the following command from the <*EUM Agent Home*> folder to start the EUM Agent:

For Windows: StartServer.bat For Linux: sh StartServer.sh

#### Note:

- Start the command line option (Windows) as an administrator [cmd → run as the administrator]. <u>Click here</u> to see the screenshot.
- <*EUM Agent Home*> refers to the directory in which you have installed the EUM Agent. This directory location is specified by you when you install the agent. For example, *C:/Program Files (x86)/ManageEngine/EUMAgent*

For further support contact us at <a href="mailto:appmanager-support@manageengine.com">appmanager-support@manageengine.com</a>