Upgrade Guide

For customers using EUM agent Versions 21.4 and above

Step 1: Download the Service Pack

- Download Service Pack 21.7. 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 this link 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]. Click here 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 appmanager-support@manageengine.com