

# Upgrade Guide

For Customers Using Applications Manager Plugin Build No.11040 to 14911

## Step 1 - Download Service Packs

- Download [Service Pack 15007](#).
- Download the [compatible APM plugin service pack](#) based on your OpManager version.

**Note:** See how to find your [OpManager](#) and [APM Plugin](#) versions.

- Place the downloaded service pack files in the **<OPManager Home>/AppManager** folder.
- You might be asked to import ManageEngine public key certificate file during the upgrade process. Please download the [ppmsigner\\_publickey.crt](#) file and keep ready.

**Note:** This is a one-time process used to verify the integrity of PPM file.

## Step 2 - Shut down Applications Manager Plugin

- Shut down OpManager (This will shutdown Applications Manager Plugin).
- To ensure that Applications Manager has shut down properly, open command prompt with administrator privileges and execute the ***shutdownApplicationsManager.bat -force*** command (***shutdownApplicationsManager.sh -force*** for Linux) from the **<OpManager Home>/AppManager** folder.

## Step 3 - Backup Applications Manager

- As good practice, we recommend you to take a complete backup of **<OpManager Home>/AppManager** folder.
- SQL backend users should connect to the SQL Management Studio & take a backup of the AMDB database in addition to the Applications Manager directory

backup. [Click here](#) to know how to backup SQL database.

- To roll-back to the old version, rename the existing **<OpManager Home>/AppManager** directory and restore the complete backup of this directory in the same location.
- SQL backend users should restore the complete backup of the AMDB database as well using the SQL Management Studio. [Click here](#) to know how to restore the SQL database backup.

## Step 4 - UpgradeProcess

- Run the **updateManager.bat** script (**updateManager.sh -c** for Linux) under the **<OpManager Home>/AppManager/bin** folder. This will launch the Update Manager tool.
- Browse and select the Service pack file (.ppm) for 15007 saved in your folder.
- Click **Install** to initiate the upgrade process for 15007.
- If asked, browse and select the [ppmsigner\\_publickey.crt](#) file downloaded in the first step.
- Once you see the **Installed** message on your screen, click **Finish** to complete the installation.
- After upgrade process for 15007 is over, restart OpManager service and access APM Plugin GUI. Then shut down OpManager service (along with APM Plugin)
- Run the **updateManager.bat** script (**updateManager.sh -c** for Linux) under the **<OpManager Home>/AppManager/bin** folder. This will launch the Update Manager tool.
- Now, browse and select the compatible APM plugin service pack saved in your computer.
- Click Install to initiate the upgrade process for the same.
- Once you see the **Installed** message on your screen, click **Finish** to complete the installation.
- Now start the OpManager service.

**Notes:**

- Start command prompt as an administrator [**cmd -> right click --> run as administrator**] [Click here](#) to see the screenshot.
- **<OpManager Home>/AppManager** refers to the directory in which you have installed the Applications Manager plugin. This directory location is specified by you when you install the product.

**Troubleshooting:** <https://pitstop.manageengine.com/portal/en/kb/applications-manager/faq/service-pack-and-upgrade>

For further support contact us at [appmanager-support@manageengine.com](mailto:appmanager-support@manageengine.com)