

# Upgrade Guide

For Customers Using Applications Manager Plugin Build No.15000 and above

## Step 1 - Download Service Packs

- Download [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 file 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 it 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 (**sh shutdownApplicationsManager.sh -force** for Linux) from the **<OpManagerHome>/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 - Upgrade Process

- 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 compatible APM plugin service pack saved in your folder.
- Click ***Install*** to initiate the upgrade process.
- 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.
- 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)