

# Upgrade Guide

For customers using RUM agent Versions 3.9 and above

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## Step 1: Download the Service Pack

- Download [Service Pack 3.11](#). Place the downloaded file inside a folder on the machine where the RUM 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 RUM Agent

- If the RUM 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 RUM Agent service. Right-click on the service and click Stop.  

(or)
- Using the command line option, execute the following command from the *<RUM Agent Home>* folder to stop the RUM 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 *<RUM Agent Home>* folder.

## Step 3: Upgrade process

- Run the following script located in the *<RUM 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 RUM Agent

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

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

(or)

- Using the command line option, execute the following command from the *<RUM Agent Home>* folder to start the RUM 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.
- *<RUM Agent Home>* refers to the directory in which you have installed the RUM Agent. This directory location is specified by you when you install the agent. For example, *C:/Program Files (x86)/ManageEngine/RUMAgent*

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