# **Upgrade Guide**

For customers using Applications Manager build No. 11040 and 14911

## Step 1 - Download Service Pack

- Download <u>Service Pack 15007</u> and <u>Service Pack 170003</u> and place it inside a folder in the machine where Applications Manager is installed.
- You might be asked to import ManageEngine public key certificate file during the upgrade process. Please download the <u>ppmsigner\_publickey.crt</u> file and keep ready.
  Note: This is a one-time process done to verify the integrity of PPM file.

### Step 2 - Shut down Applications Manager

- Shut down Applications Manager.
- Via command prompt, execute the shutdownApplicationsManager.bat -force command (shutdownApplicationsManager.sh -force for Linux) from the 'Applications Manager Home' folder.

### Step 3 - Backup Applications Manager

- As a good practice, we recommend you to take a complete backup of 'Applications Manager Home' 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. <u>Click here</u> to know how to take the SQL database backup.
- To roll-back to the old version, rename the existing 'Applications Manager Home' directory and restore the complete backup copy of this directory in the same location.
- SQL backend users should restore the complete backup copy of the AMDB database as well using the SQL Management Studio. <u>Click here</u> to know how to restore the SQL database backup.
- PostgreSQL DB backend users should take a database backup of Applications Manager data.
  <u>Click here</u> to know how to take a backup and restore the backup data.
- For Applications Manager plugin users with PostgreSQL backend, we recommend that you take a backup of PostgreSQL database of the plugin and a complete folder backup of OpManager folder. (The OpManager folder contains Applications Manager plugin folder as well.)

#### Step 4 - Upgrade Process

- Run the updateManager.bat script (updateManager.sh -c for Linux) under the 'Applications
  Manager Home/bin' folder which invokes the Update Manager tool.
- Browse and select the Service pack file (.ppm) for 15007 saved in your computer.
- Click Install to initiate the upgrade process for 15007.

- After the upgrade process for 15007 is over, restart the Applications Manager service and access the GUI. Once this is done, shut down the Applications Manager service.
- Now browse and select the Service pack file (.ppm) for 170003 saved in your computer.
- Click Install to initiate the upgrade process for 170003.
- If asked, browse and select the **<u>ppmsigner\_publickey.crt</u>** file downloaded in the first step.
- Once you see the "Installed" message on your screen, click **Finish** to complete the installation.
- Now start the Applications Manager service.

#### Note:

- Start command prompt as an administrator [cmd -> right click --> run as administrator]. <u>Click</u>
  <u>here</u> to see the screenshot.
- < Applications Manager Home > refers to the directory in which you have installed the Applications Manager product. This directory location is specified by you when you install the product.
- For Enterprise edition setup, follow the same steps in all the Applications Manager instances (you must upgrade the Admin node first, followed by Managed nodes).

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

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