Upgrade Guide

For customers using Applications Manager build No. 15000 to 16990

Step 1 - Download Service Pack

- Download Service Pack 170003 and Service_Pack_171800 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 **ppmsigner_publickey.crt** , **latest.crt** files and keep them 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 admin 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. Click here 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. Click here to know how to restore the SQL database backup.
- PostgreSQL DB backend users should take a database backup of Applications Manager data. Click here 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

- From admin command prompt, run the **updateManager.bat** script **(updateManager.sh** script for Linux) under the '***Applications Manager Home/bin***' folder which invokes the Update Manager tool.
- 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 **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 completing the upgrade process for version 170003, start the Applications Manager service and access the GUI. If the product is working as expected and all monitors/data are present, proceed to shutdown the Applications Manager service.
- Invoke the Update Manager tool again and browse and select the Service pack file (.ppm) for 171800 saved in your computer.
- Click **Install** to initiate the upgrade process for 171800.
- If asked, browse and select the latest.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 Applications Manager service.

Note:

- Start command prompt as an administrator [cmd -> right click --> run as administrator]. Click here 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: https://pitstop.manageengine.com/portal/en/kb/applications-manager/faq/service-pack-and-upgrade

For further support contact us at appmanager-support@manageengine.com