

Upgrade Guide

For customers using Applications Manager build No. 15000 to 16990

Step 1 - Download Service Pack

- Download [Service Pack 170003](#) and [Service Pack 172000](#) 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 172000 saved in your computer.
- Click **Install** to initiate the upgrade process for 172000.
- 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