CONFIGURATION GUIDES › INSTALL, START & UPDATE

Update Agents

Applicare 9.2 · Updated August 23, 2024 · singleagent · **Pending technical review**

Overview

You can update or restart the active agent in the Applicare controller remotely, without needing physical access to machine running the agent; instead, these tasks can be managed directly from the Applicare console.

- Agent **Auto Update** is only available for **Active** Agents.
- For **Windows,** the agent must be running as a **task scheduler, and the PowerShell version 5 and above.**
- For **Linux,** the agent must be running as a **systemctl service**.
- Agent **Auto Restart** is available only for **Active Standalone Agent.**

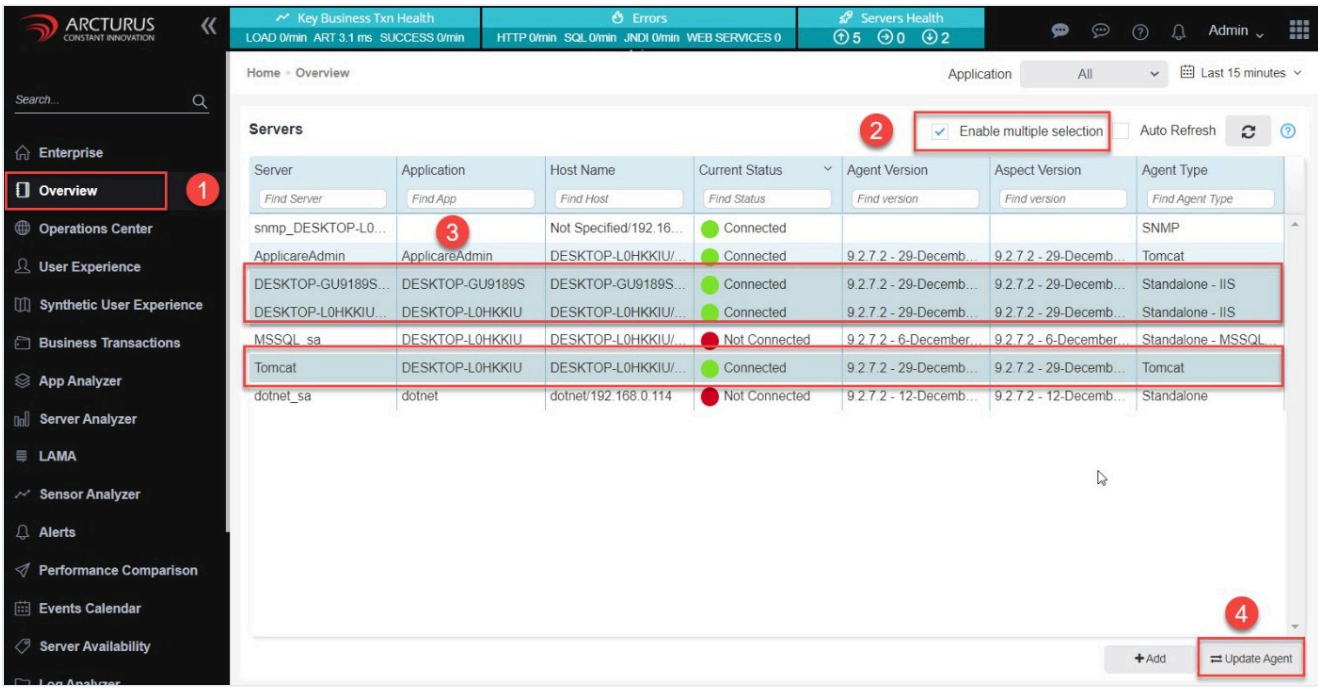
Steps to Update and Restart Agents

Step 1: Navigate to the **Overview** menu.

Step 2: Check the **Enable multiple selection** checkbox to update multiple agents. If updating only one agent you can skip this step.

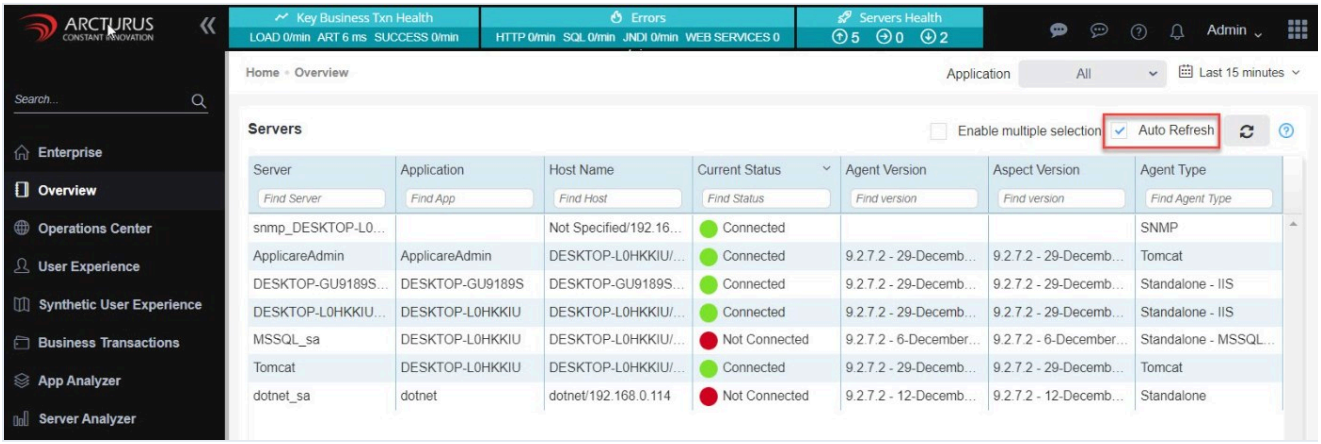
Step 3: Select the agents from the grid.

Step 4: Click the **Update Agent** button to update the agents.

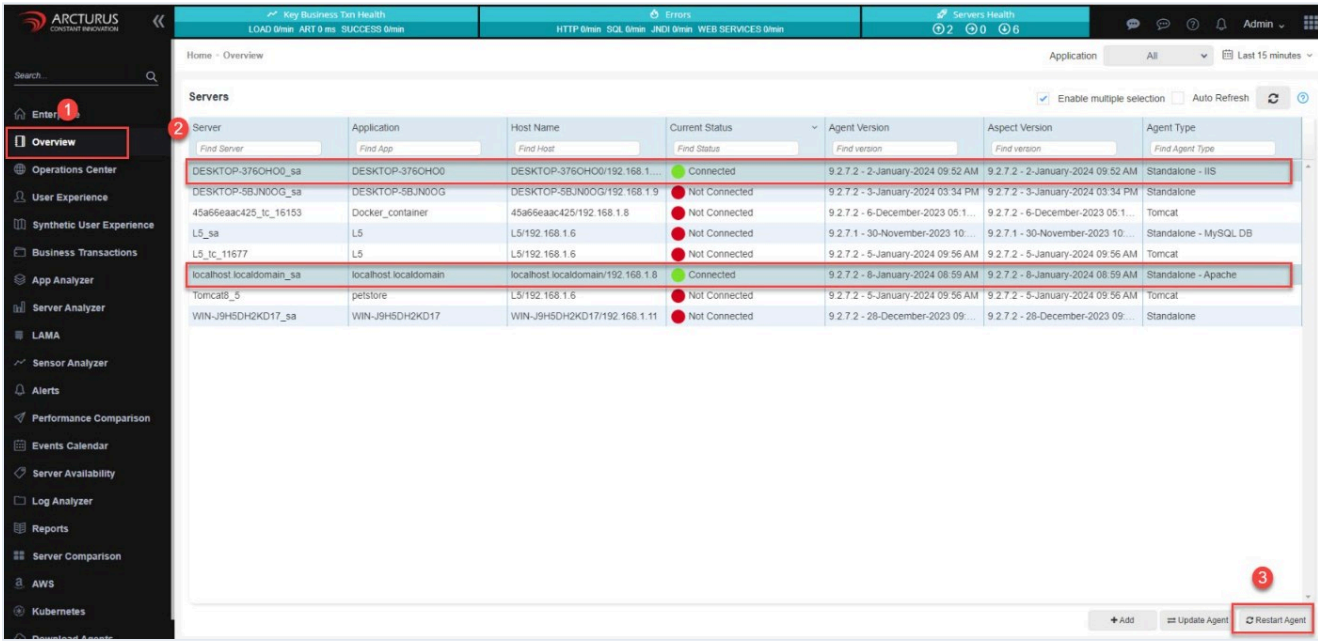


Step 5: The agent update process typically 1 or 2 minutes. After updating, the "Agent" and "Aspect" versions columns will reflect the changes SingleAgent for grid. For other server agents, you may need to manually restart the servers to see the updated versions. Check the **Auto Refresh** checkbox to view the

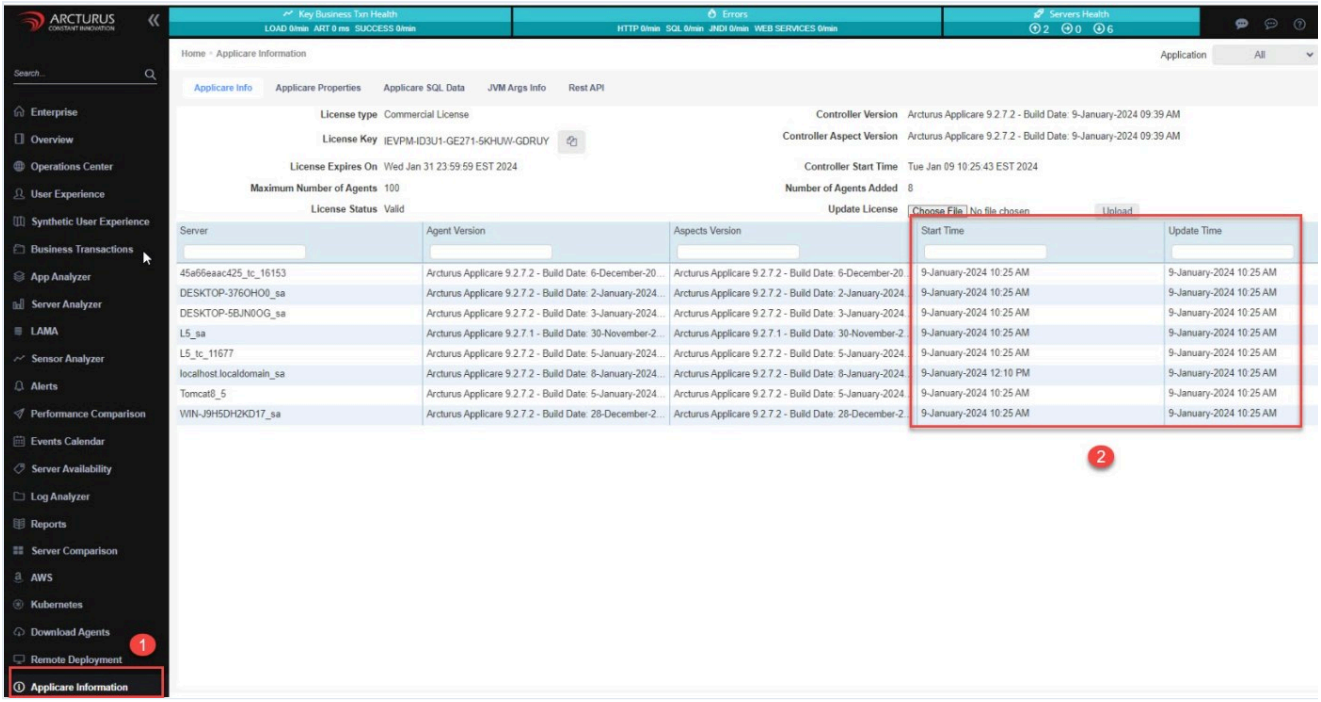
updated Agent and Aspect versions.



Step 6: To **Restart SingleAgent,** select the rows and click the **Restart Agent** button. The agents will restart within few minutes.



Step 7: To verify that the agent is updated and restarted, go to the **Applicare Information menu** and check the **Start Time** and **Update Time columns**.



Configuration for Linux agents:

To enable a specific user to execute `singleagent.service` commands without requiring a password, Adjust sudoers file as follows.

1. open the **sudoers** file with **visudo**

```bash
sudo visudo
```

2. Append the following lines to the end of the sudoers file

<USERNAME> ALL=(ALL:ALL) NOPASSWD: /bin/systemctl start singleagent.service, /bin/systemctl stop singleagent.service, /bin/systemctl restart singleagent.service, /bin/systemctl status singleagent.service

Replace **<USERNAME>** with the actual username.

```text
applicare ALL=(ALL:ALL) NOPASSWD: /bin/systemctl start singleagent.service, /bin/systemctl stop singleagent.service, /bin/systemctl restart singleagent.service, /bin/systemctl status singleagent.service
```