

Upgrade a FireAMP Connector on Windows Operating Systems



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Introduction

A new version of FireAMP Connector is released from time to time in order to improve performance, to fix bugs, and to add new features. This document provides an instruction on how to upgrade a FireAMP Connector that is deployed across an organization.

Prerequisites

Cisco recommends that you have knowledge on the following products:

- FireAMP Public Cloud
- FireAMP Connector for Windows

Note: An administrator access is necessary to install a connector on Windows.

Configuration

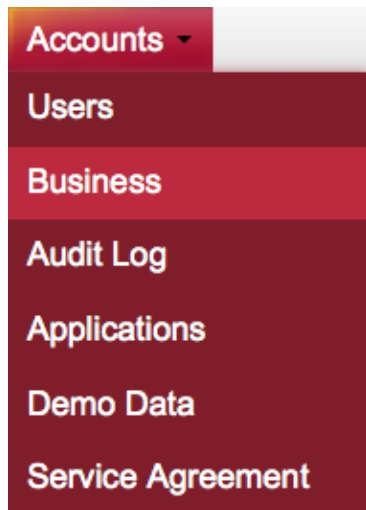
Manual Upgrade

You can upgrade the FireAMP Connector manually by downloading a new version and running it on a computer as an Administrator.

Update the Connector Version

In order to make sure that you downloaded the latest version, follow the steps below:

1. Navigate to *Accounts > Business*.



2. Verify that the *Default Product Versions* are set as *Latest*. If not, you can click *edit* to change the business settings.
3. On the *Edit Business* page, select the *Default Connector Version* as *Latest*, and click the *Update* button to update the settings.

Edit Business

Business Name:

FireAMP Windows

Default Policy:

Default Connector Version:

FireAMP Android

Default Policy:

Default Connector Version:

FireAMP Mac

Default Policy:

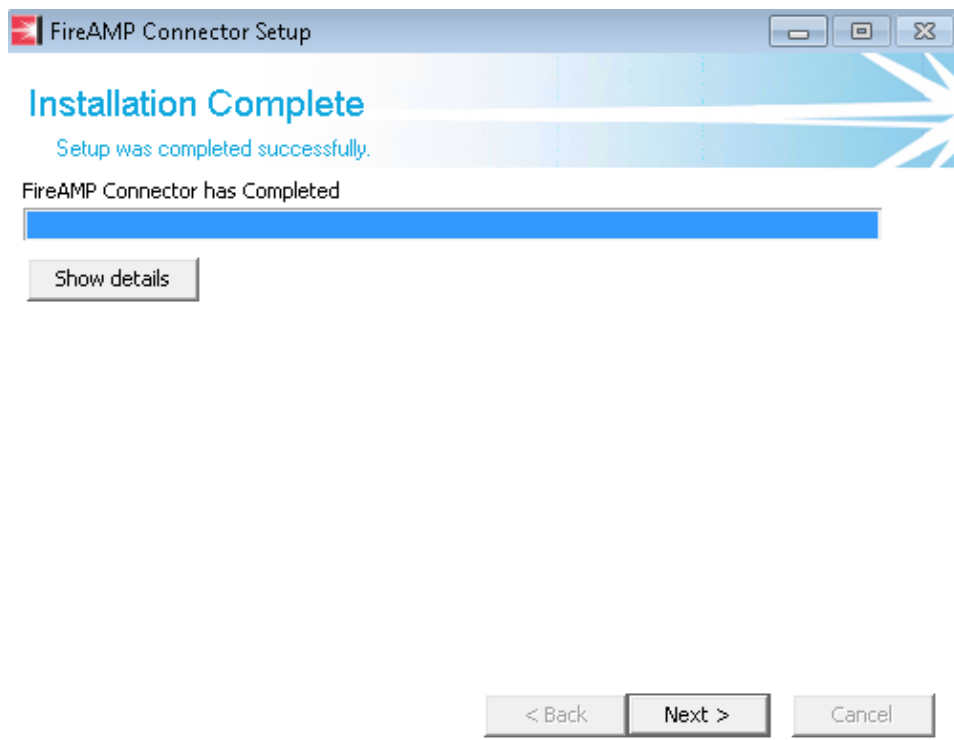
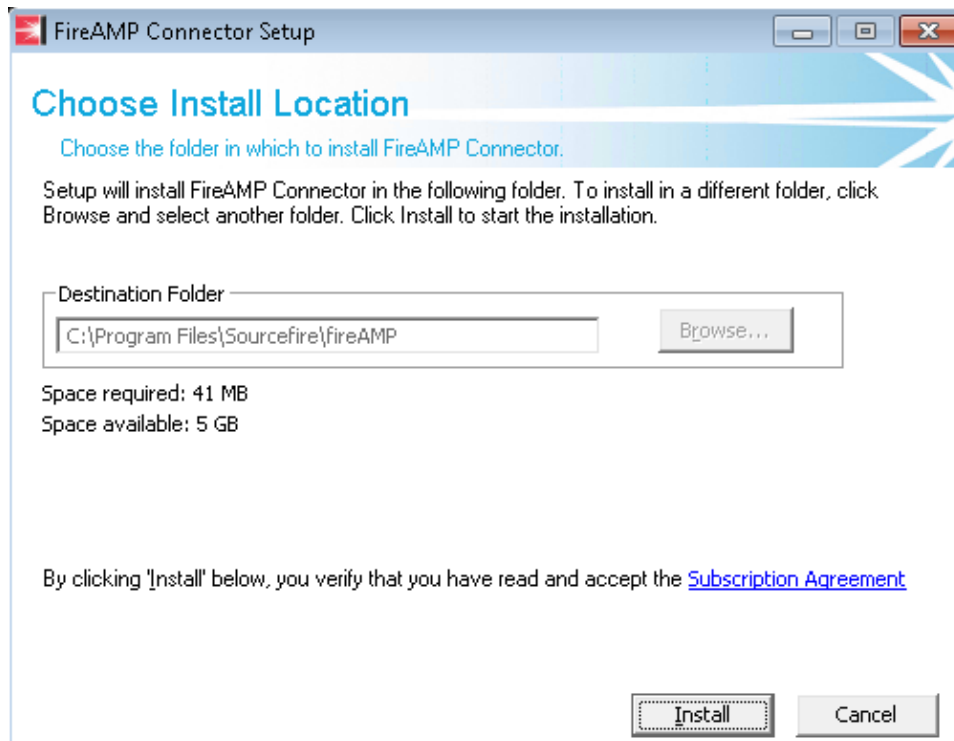
Default Connector Version:

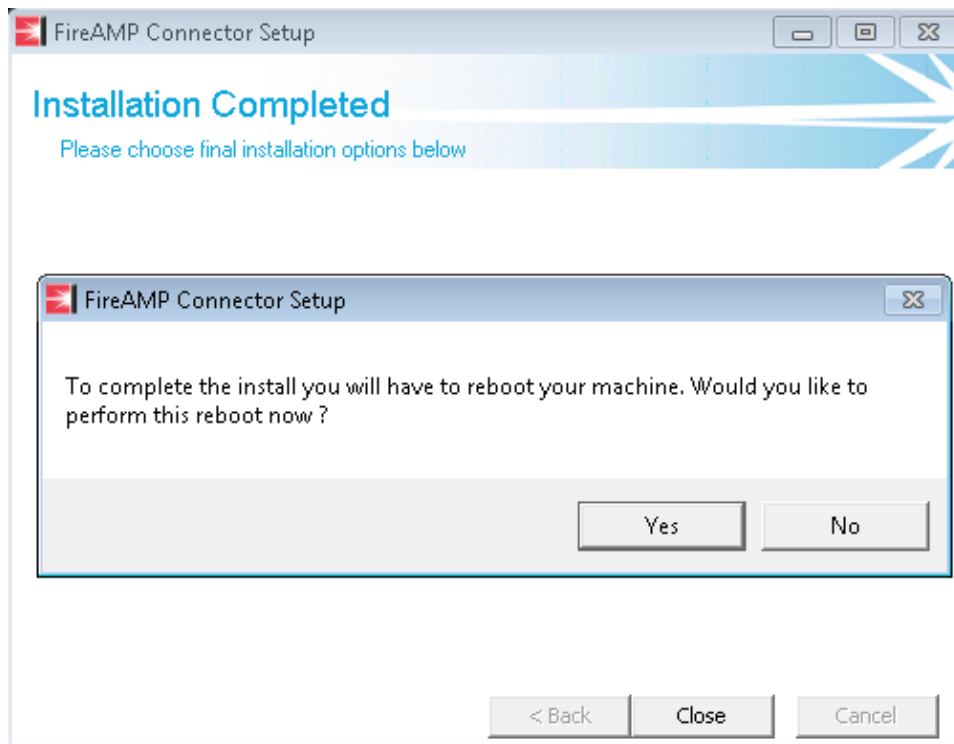
Command Line Switches

If you want to run command line switches, you must begin the installation from a command line prompt. If you run an installer from command line using switches, you will still see the user interface, unless you provide the /S switch to silently complete the installation. A reboot is still required, however you will not be prompted.

If you do not wish to include any switches, you can run the installer from windows explorer, and it launches a user interface.

Note: A reboot is required to ensure that the services, drivers, and files are all the latest version.





Deployment Through Policy

Caution: When upgrading through policy, default switches are used for installation, and it does not use the switches that were used for the previous version.

You can upgrade the version of FireAMP for a given group of computers by making changes to your policy. These options can be found under **General > Product Updates**.

Below is the options for **Product Updates** on the FireAMP Policies that you need to configure:

The image shows a configuration panel titled "Product Updates". It contains several settings, each with a label and a control element: "Product Version" is a dropdown menu; "Update Server" is a text field; "Start Update Window" is a checkbox followed by the text "Not Set"; "End Update Window" is a checkbox followed by the text "Not Set"; "Reboot" is a dropdown menu with "Do not reboot" selected; and "Update Interval" is a dropdown menu with "1 hour" selected.

Product Version: This is the version you wish to upgrade to.

Update Server: This option is set automatically.

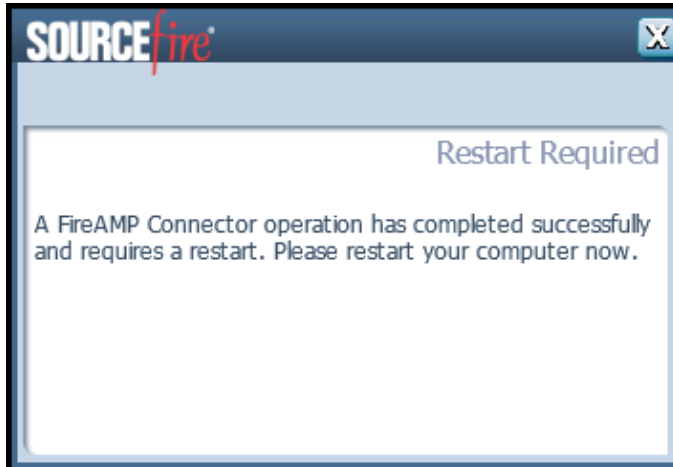
Start Update Window: This is the point in time that connectors will be tasked with performing the upgrade.

End Update Window: This is the point in time that connectors will no longer be tasked with performing the upgrade.

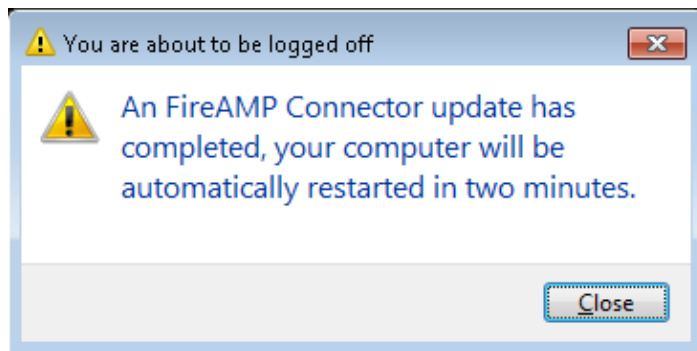
Reboot: Reboot is required to complete a FireAMP upgrade.

- If you choose **Do not reboot**, then the software does not resume running on the system until after a reboot.
- If you choose **Ask to reboot**, then a user receives a message on tray requesting a reboot to complete the FireAMP upgrade.

Note: Message only shows up if the user interface has been enabled in your policy.



- If you choose **Force a Reboot After 2 Minutes**, then the user receives a system message indicating that a pending reboot has been set.



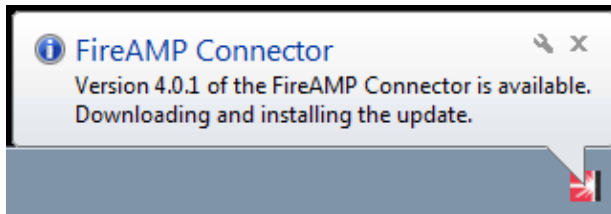
Update Interval: This applies to Tetra definition updates and is not related to the FireAMP connector version upgrade.

Deployment Using a Third Party Tool

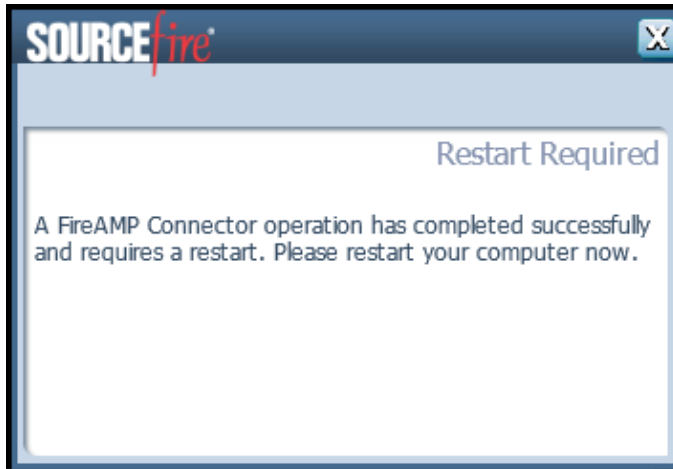
Cisco does not support the usage of a third party tool to deploy the FireAMP connector.

Verification

Depending on heartbeat interval, a connector is able to identify that an upgrade is enabled, and performs the upgrade silently in the background. If the user interface is enabled on the policy, the only confirmation you receive is a bubble message on the tray indicating that an upgrade is in progress.



In addition, a **Restart Required** prompt appears if you enable a reboot option. Otherwise you will notice that the service is not running.



Troubleshooting

Although it is not common to have an issue with installation, you may do the following if an issue occurs:

If an installation fails, find the `immpo_install.log` file that is generated on the local system during the installation process. The file might be located on various places. The most common location for this file is:

```
%TEMP%  
%WINDIR%\Temp
```

If the file is not located in either of the directories, search the hard drive for the filename. If you are unable to find the file, make sure that you attempted to install the FireAMP Connector with *Administrator* credentials, and that there is no software that prevented the writing of log or temporary files.

Once you find the `immpo_install.log` file, contact Cisco Technical Support for further assistance.

Related Document

- [Command Line Switches for FireAMP Connector Installer](#)