

## How to patch itrezzo UCM

In order to update your itrezzo UCM server to the latest version - please follow instructions below.

1. Please log into the itrezzo Service Account on the itrezzo VM.
2. Go to Windows services and stop **itrezzo ECO Platform** and **ItrezzoAgent Unified Contact Manager**,

|   |                 |         |           |             |
|---|-----------------|---------|-----------|-------------|
|  <u>itrezzo ECO Platform</u>                 | Enterprise ...  | Started | Automatic | ITREZZO\... |
|  itrezzo ECO Watchdog                        | itrezzo EC...   |         | Manual    | ITREZZO\... |
|  itrezzoAgent                                | Enterprise ...  |         | Manual    | ITREZZO\... |
|  <u>itrezzoAgent Unified Contact Manager</u> | Platform Fo...  | Started | Automatic | ITREZZO\... |
|  itrezzoAgent Watchdog                       | Monitors itr... |         | Manual    | ITREZZO\... |

3. Go to <http://support1.itrezzo.com/updates/server/Patch/> and download the latest patch version to your desktop. We suggest you look for latest date available in this folder.

4. Open the patch file, select all files with using CTRL-A, then click CTRL-C to copy to the clipboard.

5. In file explorer, open folder where ItrezzoAgent is installed:

x:\Program Files (x86)\itrezzoAgent\ECOPlatform

6. Paste all of the files into the **ECOPlatform** folder. It should prompt you to overview and replace files. If you don't get these prompts, you are probably pasting to the wrong location.

7. When all files are replaced, Start **itrezzo ECO Platform** and **ItrezzoAgent Unified Contact Manager** services again.

8. Open the WebAdmin and refresh it. To check if the update has been done properly. You should see the version in the green bar at the bottom of the page.



7. Open the UCM User Statistics container. If you see users appear in the grid, the patch was successful.