

To upgrade **CSOP (previously known as Itrezzo) UCM** to the latest version, please follow the steps below:

Note: Please make sure to **take a snapshot of the server** before proceeding with the upgrade.

1. Download the latest **UCM release executable** from the following link:
<https://support1.itrezzo.com/updates/server/>
2. Connect to the **Itrezzo server via RDP** and log in using the **Itrezzo service account**.
The service account can be found at the bottom of the **Itrezzo Admin page** in the green bar labeled "**Target Mailbox:**".
3. Copy the executable downloaded in **Step 1** to the server, preferably to the **Desktop** or **Downloads** folder.
4. Stop the following **Itrezzo services** if they are running:
 - Cirasync On-Prem ECO Platform
 - Cirasync On-Prem Unified Contact Manager
5. Run the executable that was copied to the server in **Step 3**, and proceed with the installation by **accepting the default settings**.
6. Once the update is complete, **start the services** that were stopped in **Step 4**.
7. Wait a few minutes for the **background caching process** to complete. After that, open the **Itrezzo Admin portal** and verify that **Collections** and **User Statistics** are properly populated.

The entire process usually takes **less than 5 minutes**.

If you need any assistance, please contact us at help@cirasync.com.