

To upgrade itrezzo UCM to the latest version please follow these steps:

1. Download the UCM current release as an executable from here:  
<https://support1.itrezzo.com/updates/server/>
2. RDP to the itrezzo server and login using the itrezzo service account (viewable at the bottom of the itrezzo Web Admin screen in the green bar as "Target mailbox:")
3. Copy over the executable downloaded in step #1 above to either the desktop or download folder
4. Stop any running itrezzo services (itrezzoAgent ECO Platform and itrezzo Unified Contact Manager)
5. Run the executable copied to the server in step #3 above and accept the defaults
6. When the update completes, then start the services stopped in step #4
7. Wait a few minutes for the background caching to take place and then bring up the itrezzo Web Admin and check Collections and User Statistics to make sure they are populated

This whole process takes less than 5 minutes.

If you need assistance, please email [support@itrezzo.com](mailto:support@itrezzo.com)

Thanks,  
Dave Anderson  
Customer Success Manager  
itrezzo, Inc.  
+1-408-540-5020  
<https://itrezzo.com>  
Email: [support@itrezzo.com](mailto:support@itrezzo.com)