


Upgrade the Events Service Using the Enterprise Console

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This topic describes how to upgrade a scaled-out Events Service on primarily Linux machines using the Enterprise Console.


Upgrade the Events Service Using GUI

If there is a Events Service upgrade available, you can begin the upgrade process either on the Custom Install or Events Service page in the GUI.

 You do not need to stop the Events Service before upgrading because the Enterprise Console does this for you.

After you upgrade the Events Service, upgrade the EUM server if it is part of your deployment. Then, upgrade the Controller.

Upgrade the Events Service from 4.1.x, 4.2.x, and 4.3.x to 4.4.x or Latest

 The Enterprise Console supports the installation of the Events Service on a Windows environment for a single node install. If you have several remote nodes, you will need to do a manual upgrade of the Events Service cluster and set the keys manually. See [Connect to the Events Service](#)



The Enterprise Console manages the Controller and Events Service together, so their keys found in `events-service-api-store.properties` are set and synced to each other upon upgrade. However, we recommend confirming that the keys were synced correctly: `appdynamics.on.premise.event.service.key == ad.accountmanager.key.controller`

To upgrade the Events Service from 4.1.x, 4.2.x, and 4.3.x to 4.4.x or the latest version, you can use the Discover and Upgrade feature:

1. Check that you have fulfilled the [Enterprise Console prerequisites](#) before starting.
2. Open a browser and navigate to the GUI:

```
http(s)://<hostname>:<port>
```

9191 is the default port.

3. Navigate to the **Install** homepage and click **Custom Install**.
4. Name the Platform:
 - a. Enter a Name and the Installation Path for your platform.



The Installation Path is an absolute path under which all of the platform components are installed. The same path is used for all hosts added to the platform. Use a path which does not have any existing AppDynamics components installed under it. The path you choose must be writeable, i.e. the user who installed the Enterprise Console should have write permissions to that folder. Also, the same path should be writable on all of the hosts that the Enterprise Console manages.

Example path: `/home/appduser/appdynamics/product`

5. Add a Host:



Note that all services on Windows machines must be installed on the Enterprise Console host since the Enterprise Console does not support remote operations on Windows. Therefore, you cannot add a host in a Windows Enterprise Console machine.

- a. Enter the host machine-related information: Host Name, Username, and Private Key. This is where the Events Service will be upgraded. Therefore, this needs to point to the host machine where the Events Service is currently up and running. For more information about how to add credentials and hosts, see [Administer the Enterprise Console](#).
6. Click on **Platforms**. Select the newly created platform and navigate to the **Events Service** page.
 7. Discover Events Service:
 - a. Select **Discover & Upgrade Events Service**.
 - b. Select an available Target Version from the dropdown list.



The list is populated by versions that the Enterprise Console is aware of. This means that you can upgrade the Events Service to any intermediate version or to the latest version as long as the Enterprise Console installer has been run for those versions.

- c. Enter the Installation Directory.
 - d. Enter the Events Service Host.
8. Click **Submit**.

The Enterprise Console will onboard the Events Service on the selected host machine to the application build. When the Enterprise Console discovers a component, it also checks to see if an upgrade is available and performs the upgrade. Plan for a downtime of the Events Service availability during this time. You can view the status of the upgrade job on the Jobs page.

Once the upgrade is complete, the Events Service Health status and related information can be accessed from the Events Service page.



After upgrading to 4.4.x or the latest, the commands to start and stop the Events Service change. See [Administer the Events Service](#) for more information.

Upgrade the Events Service from 4.4.x to Latest


To upgrade the Events Service from 4.4.x to the latest version, you can use the Upgrade Events Service feature:

1. Check that you have fulfilled the [Enterprise Console prerequisites](#) before starting.
2. [Upgrade the Enterprise Console](#) to the latest version.
3. Open a browser and navigate to the GUI:

```
http(s)://<hostname>:<port>
```

9191 is the default port.

4. Navigate to the **Events Service** page of the platform.
5. Select the Events Service host you would like to upgrade.
6. Click **Upgrade Events Service**.
7. Select an available Target Version from the dropdown list.

 The list is populated by versions that the Enterprise Console is aware of. This means that you can upgrade the Events Service to any intermediate version or to the latest version as long as the Enterprise Console installer has been run for those versions.

8. Confirm the Upgrade.

Upgrade the Events Service Using CLI

If there is an Events Service upgrade available, you can begin the upgrade process using the application CLI.

 You do not need to stop the Events Service before upgrading because the Enterprise Console does this for you.

After you upgrade the Events Service, upgrade the EUM server if it is part of your deployment. Then, upgrade the Controller.


Upgrade the Events Service from 4.1.x, 4.2.x, and 4.3.x to 4.4.x or Latest

To upgrade the Events Service software from 4.1.x, 4.2.x, and 4.3.x to 4.4.x or the latest version, you will need to first [download](#) and [install](#) the Enterprise Console installer before performing the following steps:

1. Create a platform as follows:

```
bin/platform-admin.sh create-platform --name <platform_name> --installation-dir  
<platform_installation_directory>
```

The installation directory is the directory where the Enterprise Console installs all platform components.

 To avoid any failures, do not use the 4.3 or earlier Platform Admin installation directory. Instead, provide a new/empty directory.

2. Add the SSH key that the Enterprise Console will use to access and manage the Events Service hosts remotely. (See [Create the SSH Key](#) for more information):

```
bin/platform-admin.sh add-credential --credential-name <name> --type ssh --user-name  
<username> --ssh-key-file <file path to the key file>
```

<file path to the key file> is the private key for the Enterprise Console machine. The installation process deploys the keys to the Events Service hosts.

3. Add hosts to the platform, passing the credential you added to the platform:

```
bin/platform-admin.sh add-hosts --hosts es_host_1 es_host_2 es_host_3 --credential <credential name>
```

4. Discover the Events Service nodes that are not yet integrated:

```
bin/platform-admin.sh submit-job --service events-service --job discover-upgrade --platform-name <name_of_the_platform> --args destinationDirectory=<path_to_events_service> serviceActionHost=<es_host_1 es_host_2 es_host_3>
```

This command integrates the nodes into the Enterprise Console and also upgrades them. If your upgrade fails, you can resume by passing the flag `useCheckpoint=true` as an argument after `--args`.



After upgrading to 4.4.x or the latest, the commands to start and stop the Events Service change. See [Administer the Events Service](#) for more information.

Upgrade the Events Service from 4.4.x to Latest

Upgrades from 4.4.x to the latest version can be performed on the Events Service page of the Enterprise Console or with the following commands:

1. [Upgrade the Enterprise Console](#) to the latest version.
2. Navigate to the <Enterprise Console home directory>/platform-admin directory.
3. If it has been more than one day since your last session, you will have to log in with the following command:

```
bin/platform-admin.sh login --user-name <admin_username> --password <admin_password>
```

4. Apply the upgrade to the Events Service nodes with the following command:

```
bin/platform-admin.sh submit-job --service events-service --job upgrade --platform-name <name_of_the_platform>
```

If your upgrade fails, you can resume by passing the flag `useCheckpoint=true` as an argument after `--args`.