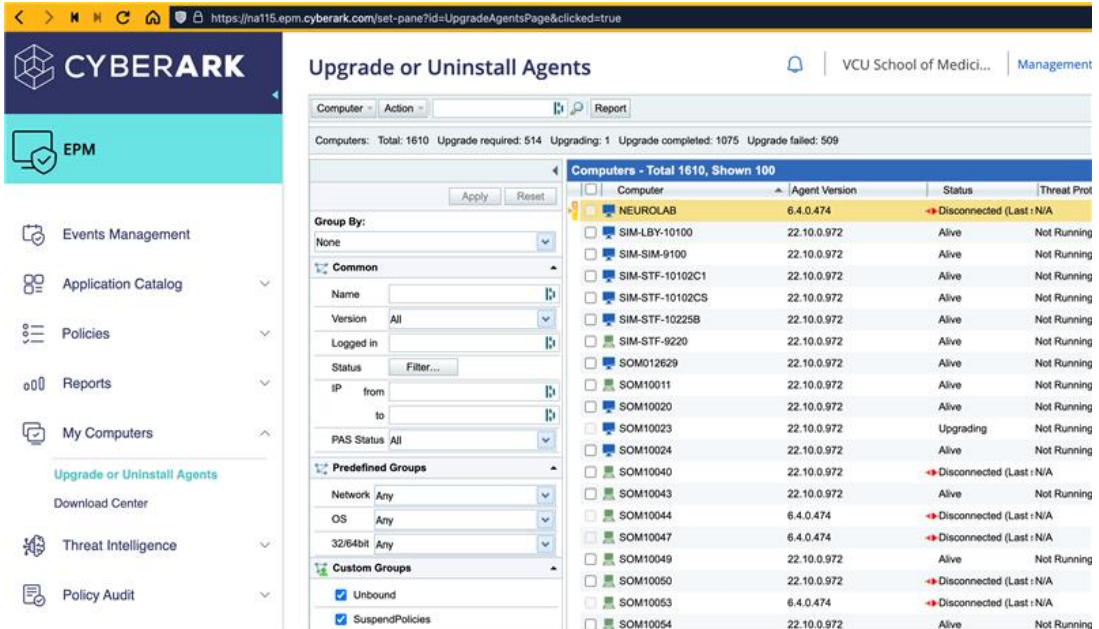


Updating CyberArk EPM Client

Vann Wheeler - 2025-04-03 - Endpoint

1. Log into the console
2. Expand “My Computers”
3. Select Upgrade or Uninstall



The screenshot shows the CyberArk console interface. The left sidebar contains navigation options: EPM, Events Management, Application Catalog, Policies, Reports, My Computers, Upgrade or Uninstall Agents, Download Center, Threat Intelligence, and Policy Audit. The main content area is titled 'Upgrade or Uninstall Agents' and shows a summary of computer counts: Total: 1610, Upgrade required: 514, Upgrading: 1, Upgrade completed: 1075, Upgrade failed: 509. Below this is a table of computers with columns for Computer, Agent Version, Status, and Threat Protection. The 'NEUROLAB' group is selected, and the table lists various computers with their respective agent versions and statuses.

Computer	Agent Version	Status	Threat Prot
NEUROLAB	6.4.0.474	Disconnected (Last : N/A)	
SIM-LBY-10100	22.10.0.972	Alive	Not Running
SIM-SIM-9100	22.10.0.972	Alive	Not Running
SIM-STF-10102C1	22.10.0.972	Alive	Not Running
SIM-STF-10102CS	22.10.0.972	Alive	Not Running
SIM-STF-10225B	22.10.0.972	Alive	Not Running
SIM-STF-9220	22.10.0.972	Alive	Not Running
SOM012629	22.10.0.972	Alive	Not Running
SOM10011	22.10.0.972	Alive	Not Running
SOM10020	22.10.0.972	Alive	Not Running
SOM10023	22.10.0.972	Upgrading	Not Running
SOM10024	22.10.0.972	Alive	Not Running
SOM10040	22.10.0.972	Disconnected (Last : N/A)	
SOM10043	22.10.0.972	Alive	Not Running
SOM10044	6.4.0.474	Disconnected (Last : N/A)	
SOM10047	6.4.0.474	Disconnected (Last : N/A)	
SOM10049	22.10.0.972	Alive	Not Running
SOM10050	22.10.0.972	Disconnected (Last : N/A)	
SOM10053	6.4.0.474	Disconnected (Last : N/A)	
SOM10054	22.10.0.972	Alive	Not Running

1. Select Actions
2. Select upgrade all older

https://na115.epm.cyberark.com/set-pane?id=UpgradeAgentsPage&clicked=true

CYBERARK

Upgrade or Uninstall Agents

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Computer: Action Report

Computers: Upgrade Checked Upgrade All Older Cancel Upgrade Uninstall Checked

Group By: None

Common

Predefined Groups

Custom Groups

Unbound SuspendPolicies

Upgrade completed: 1075 Upgrade failed: 509

Total 1610, Shown 100

Computer	Agent Version	Status	Threat Prot
ROLAB	6.4.0.474	Disconnected (Last : N/A)	
LBV-10100	22.10.0.972	Alive	Not Running
SIM-9100	22.10.0.972	Alive	Not Running
SIM-STF-10102C1	22.10.0.972	Alive	Not Running
SIM-STF-10102CS	22.10.0.972	Alive	Not Running
SIM-STF-10225B	22.10.0.972	Alive	Not Running
SIM-STF-9220	22.10.0.972	Alive	Not Running
SOM012629	22.10.0.972	Alive	Not Running
SOM10011	22.10.0.972	Alive	Not Running
SOM10020	22.10.0.972	Alive	Not Running
SOM10023	22.10.0.972	Upgrading	Not Running
SOM10024	22.10.0.972	Alive	Not Running
SOM10040	22.10.0.972	Disconnected (Last : N/A)	
SOM10043	22.10.0.972	Alive	Not Running
SOM10044	6.4.0.474	Disconnected (Last : N/A)	
SOM10047	6.4.0.474	Disconnected (Last : N/A)	
SOM10049	22.10.0.972	Alive	Not Running
SOM10050	22.10.0.972	Disconnected (Last : N/A)	
SOM10053	6.4.0.474	Disconnected (Last : N/A)	
SOM10054	22.10.0.972	Alive	Not Running

3.