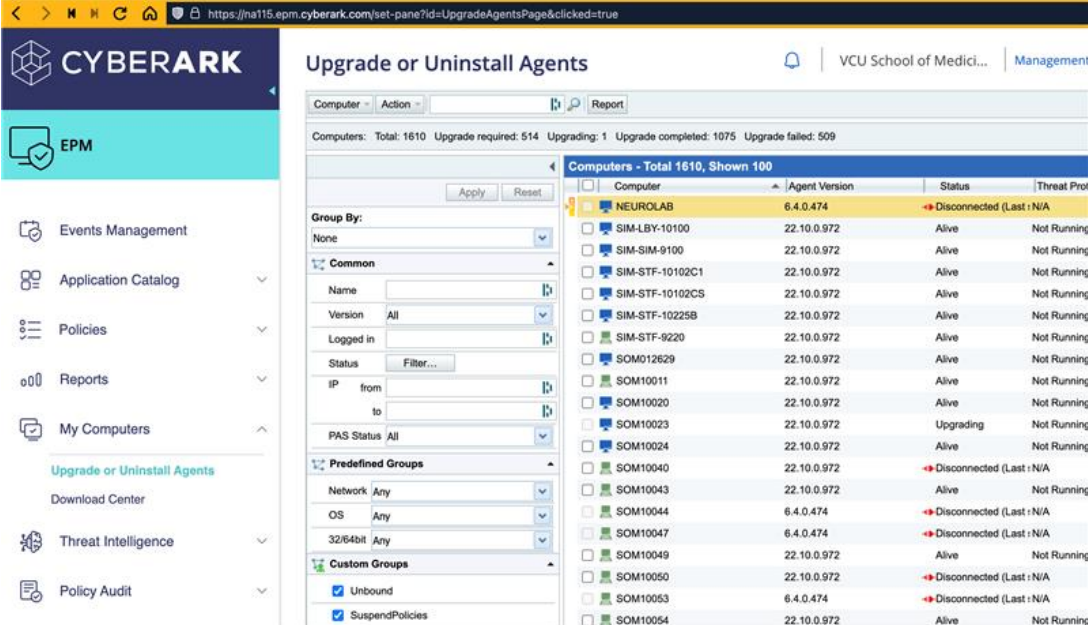


Updating CyberArk EPM Client

Vann Wheeler - 2025-01-15 - Endpoint

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



The screenshot shows the CyberArk console interface for managing agents. The main area is titled "Upgrade or Uninstall Agents" and displays a summary of agent status: "Computers: 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 table lists various computer names and their current agent versions and statuses. The "NEUROLAB" computer is highlighted in yellow and has a status of "Disconnected (Last: N/A)". Other computers are listed with various agent versions (6.4.0.474 and 22.10.0.972) and statuses (Alive, Upgrading, Disconnected). The left sidebar shows navigation options like "Events Management", "Application Catalog", "Policies", "Reports", "My Computers", "Upgrade or Uninstall Agents", "Download Center", "Threat Intelligence", and "Policy Audit". The top navigation bar shows "VCU School of Medicine" and "Management".

1. Select Actions
2. Select upgrade all older

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

CYBERARK

Upgrade or Uninstall Agents

VCU School of Medici... | Management

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.