



# Upgrading Snap Creator Agent 4.1.x on Windows

Snap Creator Framework

NetApp  
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You can upgrade from Snap Creator Agent 4.1.x on Windows.

- You have stopped Snap Creator Agent service (`snapcreatoragentservice`) before backing up the Snap Creator Agent directories to ensure that the backed up data is complete.

For example, you can use the Services snap-in to stop the service:

- a. Select **Start > Run** and enter `services.msc`.
- b. Locate and select the Snap Creator Agent service; then, stop the service. Alternatively, you can open a command prompt and enter the following command:

```
sc stop snapcreatoragentservice
```

- You have backed up the following directories, and all associated subdirectories and files, within the Snap Creator Agent directory (`C:\Program Files\NetApp\NetApp_Snap_Creator_Framework\scAgent4.1.x`):
  - Snap Creator Agent properties (`..\etc`), which contains the `allowed_commands.config` and `agent.properties` files
  - Logs (`..\logs`)
  - Plug-ins (`..\plugins`) **Note:** Do not delete the Snap Creator 4.1.x backup copies that you created.

The paths provided in the following steps refer to the default installation path for Windows. Path information might differ from your installation path if the defaults were not used.

1. Stop the Snap Creator Agent service if you have not already done so.

For information about stopping the service, refer to the details provided earlier in this topic.

2. Uninstall Snap Creator (for Windows) by selecting **Start > Programs > Snap Creator > Uninstall NetApp Snap Creator Framework**.

For details, see the information about uninstalling Snap Creator on Windows.

3. Install the latest Snap Creator Agent.

For details, see the information about installing the Snap Creator Agent on Windows.

4. If you chose to start the Snap Creator Agent as a service when you installed the latest Snap Creator Server, then stop the service.

For information about stopping the service, refer to the details provided earlier in this topic.

5. Copy the backed-up Snap Creator 4.1.x logs directory to the latest location (`C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\logs`).
6. Copy the backed-up Snap Creator 4.1.x plug-ins directory to the latest location (`C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\plugins`).
7. Copy the backed-up Snap Creator 4.1.x agent properties directory to the latest location (`C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\etc`).

8. Start the Snap Creator Agent service by doing one of the following:

- Use the Services snap-in and start the service.
- Enter the following at the command prompt:

```
sc start snapcreatoragentservice
```



Any changes to the `allowed_commands.config` or `agent.properties` files require restarting Snap Creator Agent if it is running when the changes are made.

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