

## RAM Agent Behavior When Upgrading from EFT v8.1 to EFT v8.2

### **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- EFT v8.1 and EFT v8.2

### **DISCUSSION**

When upgrading the Remote Agent from EFT v8.1 to v8.2, it will take longer than previous upgrades to complete.

During the upgrade state, the remote agent will not trigger any event rules until the upgrade has completed. The time to complete the upgrade is based on the update interval defined in the template. As a workaround to speed up this process, you could change the Remote Agent Template update interval to a shorter time, such as near real-time, once a minute, or every 5 minutes prior to upgrading. Then once the upgrade is complete, update the interval again to its initial value.

GlobalSCAPE Knowledge Base

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