

How-To: Update the CA Workload Automation Agent version number in the Windows Services (MMC) and in Control Panel -> Programs and Features

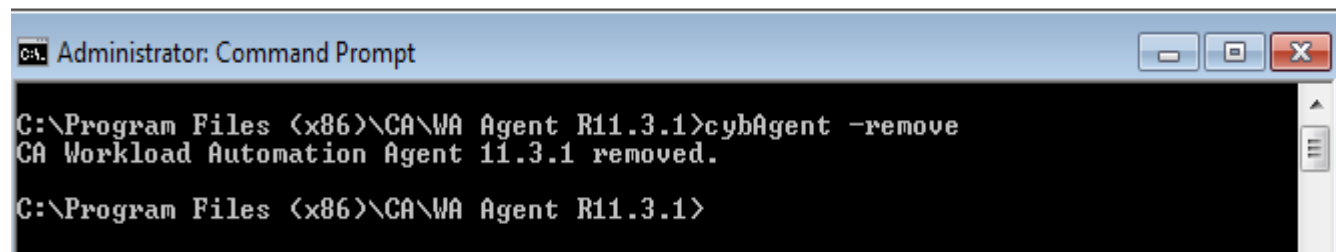
Following an upgrade, if you wish to update the CA Workload Automation Agent version number in the Windows Services (MMC) list and in the Control Panel -> Programs and Features, please follow these steps:

Examples are taken from an upgrade of CA Workload Automation Agent 11.3 SP1 (11.3.1) to 11.3 SP4 (11.3.4)

1. Remove the existing service

Command:

```
C:\Program Files (x86)\CA\WA Agent R11.3.1>cybAgent -remove  
CA Workload Automation Agent 11.3.1 removed.
```



```
Administrator: Command Prompt  
C:\Program Files (x86)\CA\WA Agent R11.3.1>cybAgent -remove  
CA Workload Automation Agent 11.3.1 removed.  
C:\Program Files (x86)\CA\WA Agent R11.3.1>
```

2. Edit the agentparm.txt file.

Change this:

#

Windows Service name

#

oscomponent.servicename=CA Workload Automation Agent 11.3.1

oscomponent.servicedisplayname=CA Workload Automation Agent 11.3.1

To:

#

Windows Service name

#

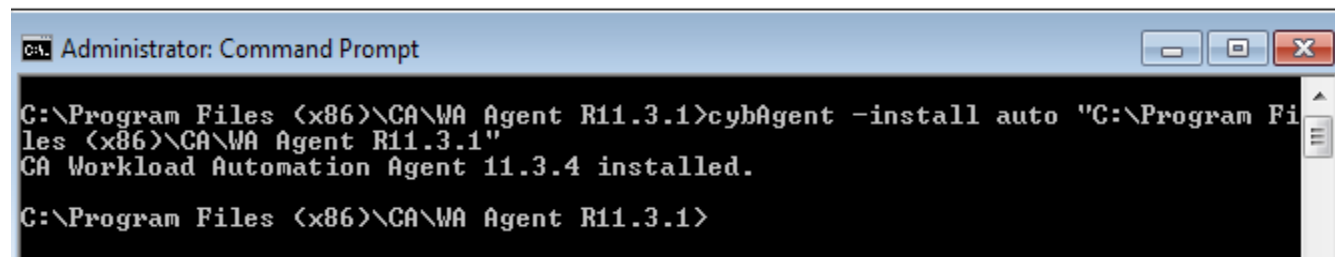
oscomponent.servicename=CA Workload Automation Agent 11.3.4

oscomponent.servicedisplayname=CA Workload Automation Agent 11.3.4

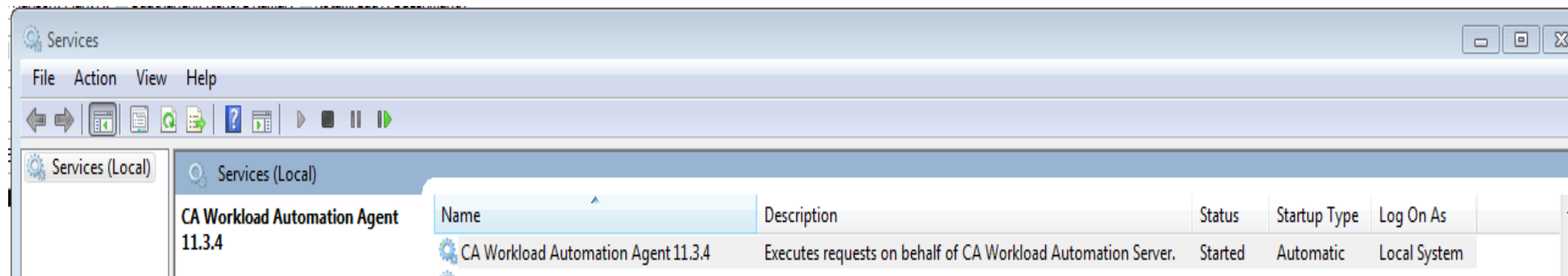
3. Install/Create the Windows service again.

Command:

C:\Program Files (x86)\CA\WA Agent R11.3.1>cybAgent -install auto "C:\Program Files (x86)\CA\WA Agent R11.3.1"
CA Workload Automation Agent 11.3.4 installed.



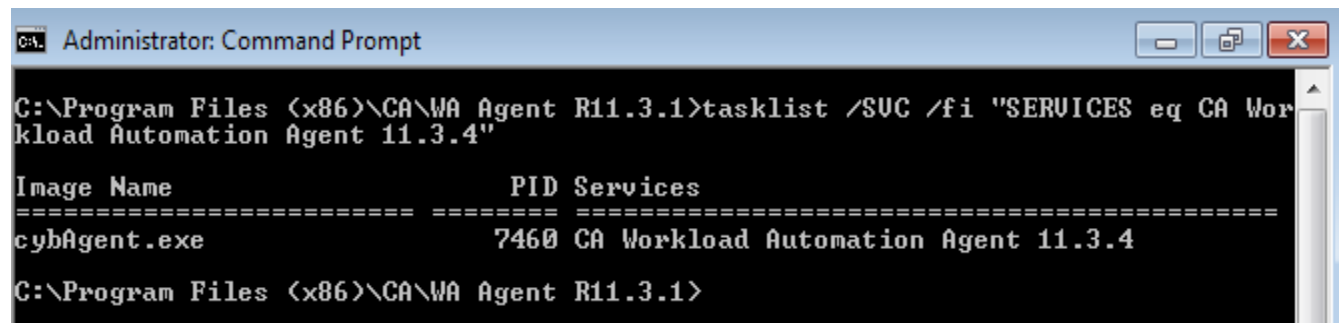
```
Administrator: Command Prompt
C:\Program Files (x86)\CA\WA Agent R11.3.1>cybAgent -install auto "C:\Program Files (x86)\CA\WA Agent R11.3.1"
CA Workload Automation Agent 11.3.4 installed.
C:\Program Files (x86)\CA\WA Agent R11.3.1>
```



Command:

C:\Program Files (x86)\CA\WA Agent R11.3.1>tasklist /SVC /fi "SERVICES eq CA Workload Automation Agent 11.3.4"

Image Name	PID	Services
=====	=====	=====
cybAgent.exe	7460	CA Workload Automation Agent 11.3.4



As for updating the Agent version in the Control Panel - > Programs and Features

Important: This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](#) How to back up and restore the registry in Windows

4. Change the highlighted registry entry:

On Windows 64bit

Command:

C:\Users\Administrator\Downloads\New Folder>reg query "hkml\software\wow6432node\microsoft\windows\currentversion\uninstall\CA Workload Automation Agent 11.3.1" /V Displayname

HKEY_LOCAL_MACHINE\software\wow6432node\microsoft\windows\currentversion\uninstall\CA Workload Automation Agent 11.3.1

Displayname REG_SZ CA Workload Automation Agent 11.3.4

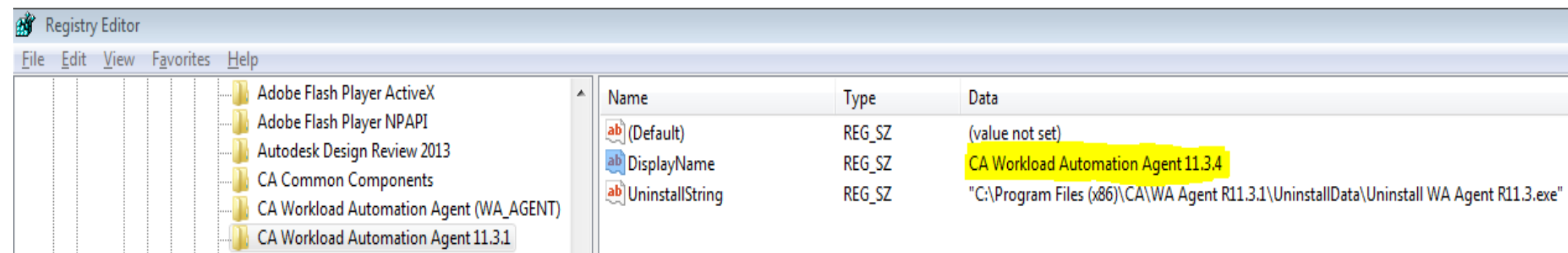
On Windows 32bit:

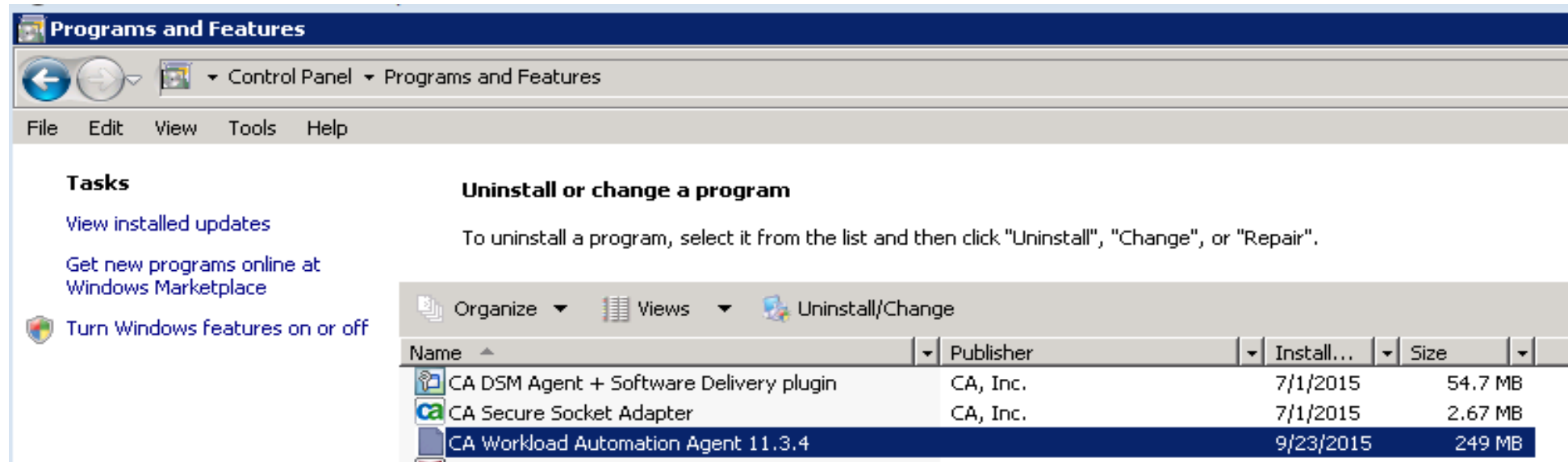
Command:

C:\Users\Administrator\Downloads\New Folder>reg query "HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\CA Workload Automation Agent 11.3.1" /V Displayname

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\CA Workload Automation Agent 11.3.1

Displayname REG_SZ CA Workload Automation Agent 11.3.4





(Note: Do **NOT** change the "HKLM\SOFTWARE\[wow6432node]\Microsoft\Windows\CurrentVersion\Uninstall\CA Workload Automation Agent 11.3.1" key itself as it will cause problem during uninstall; **only** modify the **Displayname** key)