

# Setup and manage your on-prem agent

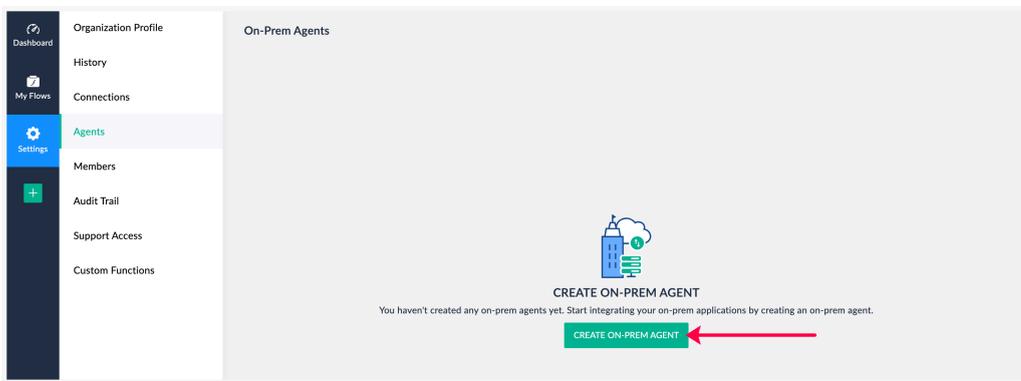
Before you can start creating workflows with your on-premise applications, you need to install the on-prem agent on your local machine.

## Creating a new agent

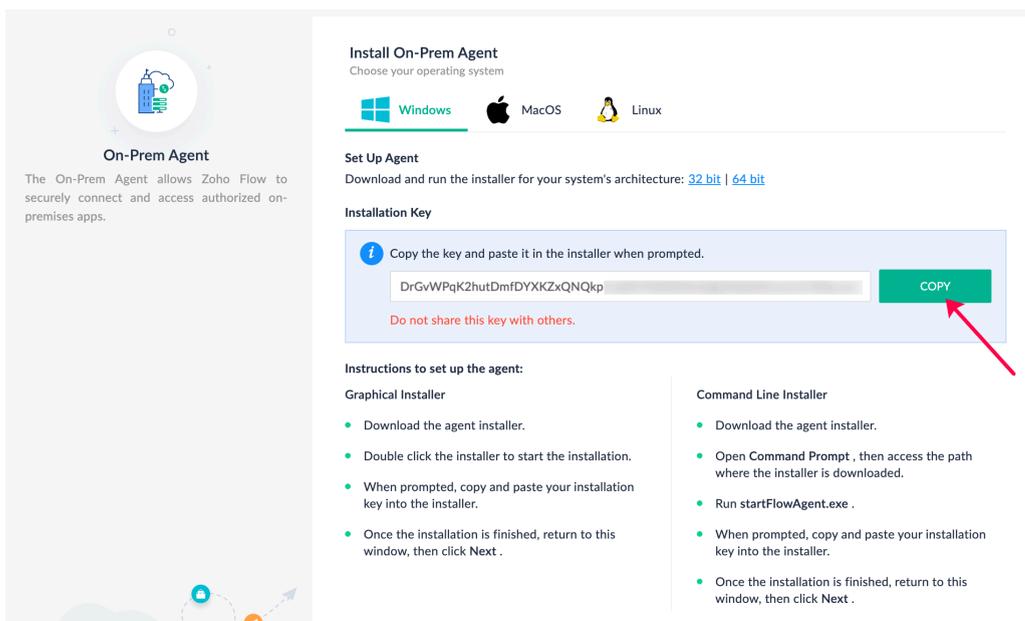
There are two ways in which you can get started:

### From Zoho Flow Settings:

1. Log in to your Zoho Flow account.
2. In the **Settings** section, click **Agents**, then **Create**.



3. In the dialog window that appears, select the operating system of your machine, then click on the download link suitable for its architecture.
4. Click **Generate Key** to generate a unique key for the new agent. In the pop-up window that appears, click **Accept** to continue.



**Note:** The installation key can only be generated by either an admin or the owner of the organization. Once the key is generated, it will be available for the other users in the organization.

5. Follow the on-screen instructions provided for your selected operating system to install and run the agent.
6. Once you've successfully set up the agent, click **Next**.

7. Click **Done**.

## While configuring an on-premise app's trigger or action:

While setting up a flow, if you select an on-prem app for the trigger, or if you select an on-prem app's action, you'll need the on-prem agent.

1. If you've already created an agent, select the agent from the on-prem agent dropdown.

ServiceDesk Plus On-Premises - Create request  
Creates a new request

← New Connection

*i* Zoho Flow will access your app data through this connection. By creating this ServiceDesk Plus On-Premises connection, you acknowledge that any data updated in ServiceDesk Plus On-Premises will be used in accordance with the [terms of service](#) and [privacy policy](#) of ServiceDesk Plus On-Premises.

App is installed on premises *i*

On-Prem Agent \*

FrankZylker Active

Having trouble using this agent? [Ping](#)

Connection Name \*

Eg. My ServiceDesk Plus On-Premises's connection

Server or Host URL \*

When you log in to your ServiceDesk Plus (On-Premises) account, if the URL in the address bar looks like [http://example/HomePage.do?view\\_type=my\\_view](http://example/HomePage.do?view_type=my_view), then your Host URL is <http://example>

Integration Key \*

Log in to your ServiceDesk Plus (On-Premises) account. Navigate to Settings (Admin) > Developer Space > Integration Key > New > Generate.

Copy the integration key and paste here.

Show Password

2. If you haven't yet created an agent, click **New**.

3. Select the operating system of your machine, then click on the download link suitable for its architecture.

4. Click **Generate Key** to generate a unique key for the new agent. In the pop-up window that appears, click **Accept** to continue.

5. Follow the on-screen instructions provided for your selected operating system to install and run the agent.

6. Once you've successfully set up the agent, click **Next**.

7. Click **Authorize**.

## Installing the agent in your system

### For Windows:

There are two ways to install the On-Prem agent on your Windows operating system:

#### Graphical Installer

1. From the agent download screen, download the agent installer for your system's architecture (32-bit or 64-bit). Copy the installation key.

2. Once downloaded, double-click the installer to start the installation.

3. When prompted, copy and paste your installation key into the installer.

4. Provide a name for the agent, then configure the proxy details, if needed. Click **Next**.

5. Choose the folder where the agent should be installed, then click **Next**.

6. Once the installation is finished, then click **Done**.

7. Return to the Zoho Flow browser window and click **Next**.

#### Command line installer

1. From the agent download screen, download the agent installer for your system's architecture (32-bit or 64-bit). Copy the installation key.

2. Open **Command Prompt**.
3. List the folder where the agent is downloaded by entering its path followed by '>dir'. For example, if the agent is downloaded to c:\Users\Administrator\Documents, then type in c:\Users\Administrator\Documents>dir and press **enter**.
4. Press enter again, then enter start **FlowAgent.exe**
5. The installer will begin to install the agent. When prompted, enter the installation key that you copied earlier from the browser window running Zoho Flow. Provide a name for the agent.
6. Click **Next**.
7. Choose the folder where you want to install the agent. Click **Next**.
8. When the installation is complete, check the box that says Start Agent, then click **Finish**.

 **Note:** Make sure that port 443 (HTTPS protocol) is enabled for outbound connections in your firewall. [Learn how](#)

## For MacOS:

1. From the agent download screen, download the agent. Copy the installation key.
2. Navigate to the folder where the installer is downloaded, and extract the ZIP file named 'FlowAgent\_mac.zip'.
3. Double-click **FlowAgent**.
4. You may receive the following warning:
5. You need to allow MacOS to open and execute the installation package.
6. Navigate to **System Preferences > Security and Privacy**. In the **General** tab, click **Allow** for **Allow apps downloaded from: App store and Identified Developers**.
7. If you're using MacOS Ventura, you might see a message that FlowAgent was blocked as it was not from an identified developer. Click **Open Anyway**, then click **Open**, and try installing again.
8. When prompted, copy and paste your installation key into the installer. Provide a name for the agent, then click **Next**.
9. Choose the folder where you want to install the agent. Click **Next**.
10. Configure the proxy server port details and credentials, if needed. Click **Next**.
11. Review the information, then click **Install**.
12. Once the installation is complete, click **Done**.
13. Open **Terminal**, then enter <installed location>/FlowAgent/bin.
14. Enter **sh startagent.sh**
15. Return to the browser window running Zoho Flow.

 **Note:** Make sure that port 443 (HTTPS protocol) is enabled for outbound connections in your firewall. [Learn how](#)

## For Linux:

### Graphical installer:

1. From the agent download screen, download the agent. Copy the installation key.
2. Open **Terminal**.
3. Enter the path where the installer is downloaded.
4. Enter the command **chmod 755 FlowAgent.bin** to provide the necessary permissions to the installer.  
**Note:** This command provides the following permissions:
  - > Can delete, rename, and add files into the directory.
  - > Can change the file's content.
5. Run the installer by entering **./FlowAgent.bin**
6. After extracting the components of the installer, the installation window will appear. When prompted, paste the installation key that was previously copied from Zoho Flow.
7. Once the installation is finished, return to Zoho Flow, then click **Next**.

## Command line installer

1. From the agent download screen, download the agent. Copy the installation key.
2. Enter the path where the installer is saved.
3. Enter the command **chmod 755 FlowAgent.bin** to provide necessary permissions to the installer.  
Note: This command provides the following permissions:
  - > Can delete, rename, and add files into the directory
  - > Can change the file's content
4. Enter **./FlowAgent.bin** to run the installer.
5. When prompted, enter the installation key. Provide a name for the agent.
6. Enter the path where you'd like to install the agent.
7. Configure the proxy details, if needed.
8. Review the installation details, then press **Enter** to continue.
9. Once the installation is finished, return to Zoho Flow, then click **Next**.

 **Note:** You need to make sure that port 443 (HTTPS protocol) is enabled for outbound connections in your firewall. [Learn how](#)

## Enable ports in firewall

You need to make sure that port 443 (HTTPS protocol) is enabled for outbound connections in your firewall.

To prevent any discrepancies with enabling port 443, you will need to enable the following domains:

flow.zoho.com us4-dms.zoho.com us3-dms.zoho.com accounts.zoho.com maven.zohodl.com
flow.zoho.eu eu1-dms.zoho.eu eu2-dms.zoho.eu accounts.zoho.eu maven.zohodl.com
flow.zoho.in in1-dms.zoho.in in2-dms.zoho.in accounts.zoho.in maven.zohodl.com
flow.zoho.com.cn cn2-dms.zoho.com.cn cn3-dms.zoho.com.cn accounts.zoho.com.cn maven.zohodl.com
flow.zoho.jp jp1-dms.zoho.jp jp2-dms.zoho.jp accounts.zoho.jp maven.zohodl.com
flow.zoho.com.au au1-dms.zoho.com.au au2-dms.zoho.com.au accounts.zoho.com.au maven.zohodl.com

flow.zoho.com.ca ca1-dms.zohocloud.ca ca2-dms.zohocloud.ca accounts.zoho.com.ca maven.zohodl.com
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flow.zoho.com.sa sa1-dms.zoho.sa sa2-dms.zoho.sa accounts.zoho.com.sa maven.zohodl.com
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## Restarting the agent

### 1. Stopping the agent

For Windows:

To stop the agent:

Open Command Prompt.

Run stopagent.bat from <AGENT\_HOME>/bin.

Alternatively, you can find the Zoho Flow Agent service in the Services app and click the Stop button.

For Mac/Linux:

Open Terminal.

Navigate to <AGENT\_HOME>/bin.

Enter bash shutdownagent.sh

Alternatively, you can navigate to the Terminal window where agent is running, then press Control+C to stop the agent.

Restarting the agent

For Windows:

To restart the agent:

Navigate to <AGENT\_HOME>/bin in Command Prompt.

Enter restartagent.bat

Alternatively, you can find the Zoho Flow Agent service in the Services app, then click the Restart button.

For Mac/Linux:

Navigate to the terminal where the agent is currently running.

Stop the agent by pressing Ctrl+C (Linux) or Control+C (macOS).

Restart the agent by entering bash startagent.sh (macOS/Linux).

## Updating the agent

You need to keep your agent (installed on your system) updated at all times to ensure that your flows with on-premise app trigger or action run smoothly. It is advised that you turn the **auto-update** option **ON** for all agents.

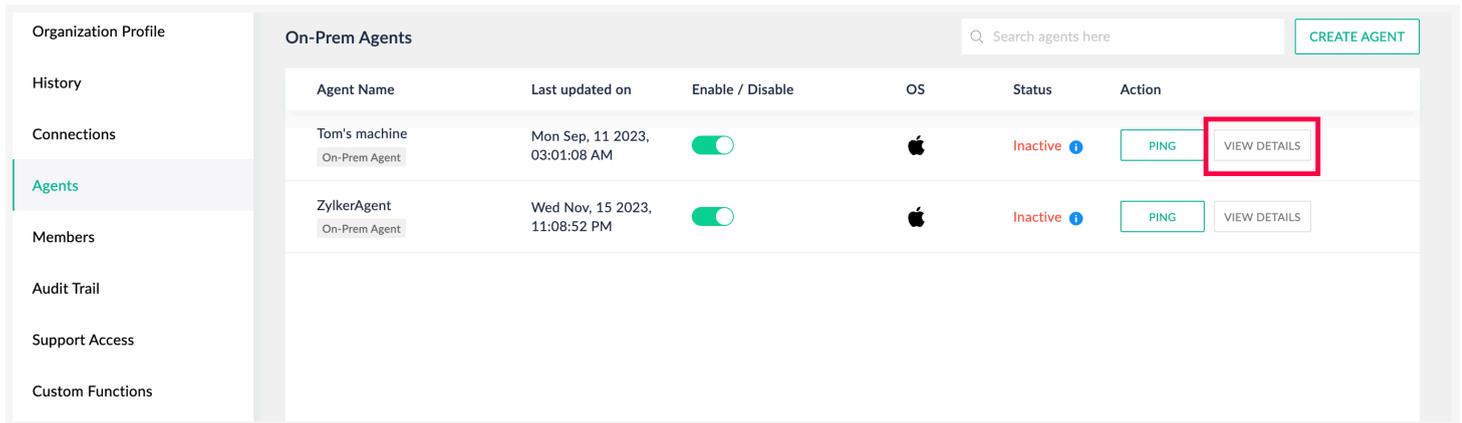
Auto-update will be turned on by default when you finish installing an agent in your system.

Updates to the agent include:

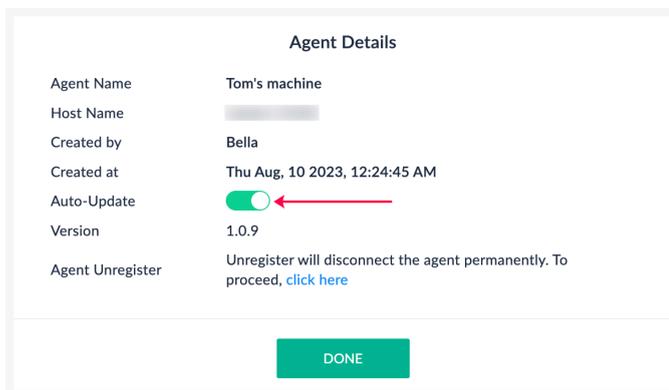
- Security enhancements
- Additional support for new or updated applications
- Bug fixes and patches

To enable auto-update on:

1. In the **Settings** section, navigate to **Agents**.
2. Click **View Details** adjacent to the required agent.



3. Toggle the auto-update switch to **On**.



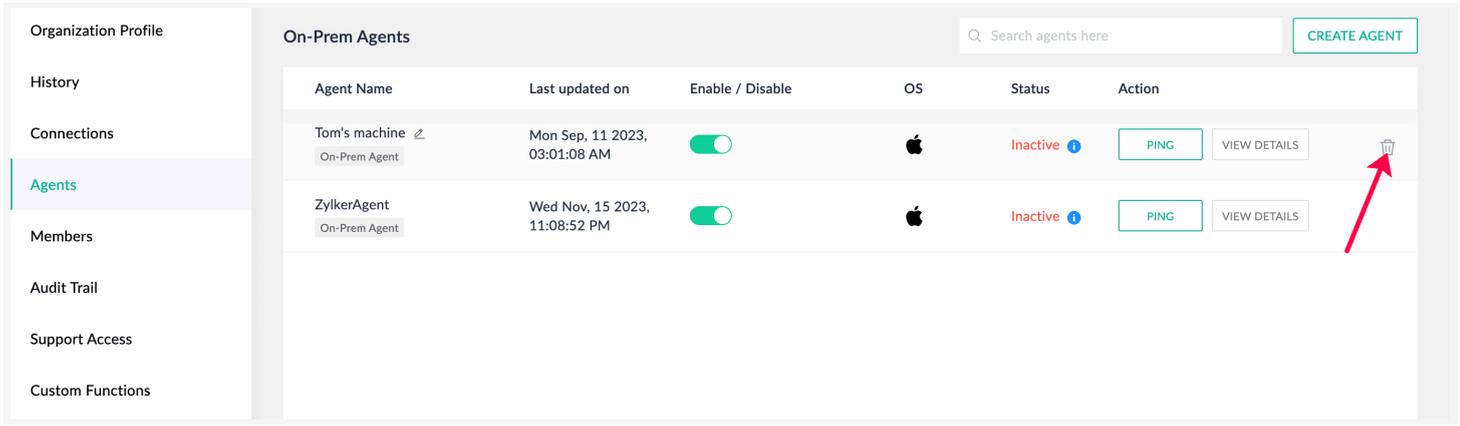
## Deleting the agent

Deleting an agent will stop all data exchange between Zoho Flow and the machine the agent was installed on.

To delete an agent:

1. In the Settings section, navigate to **Agents**.

2. Click the **Delete** button.

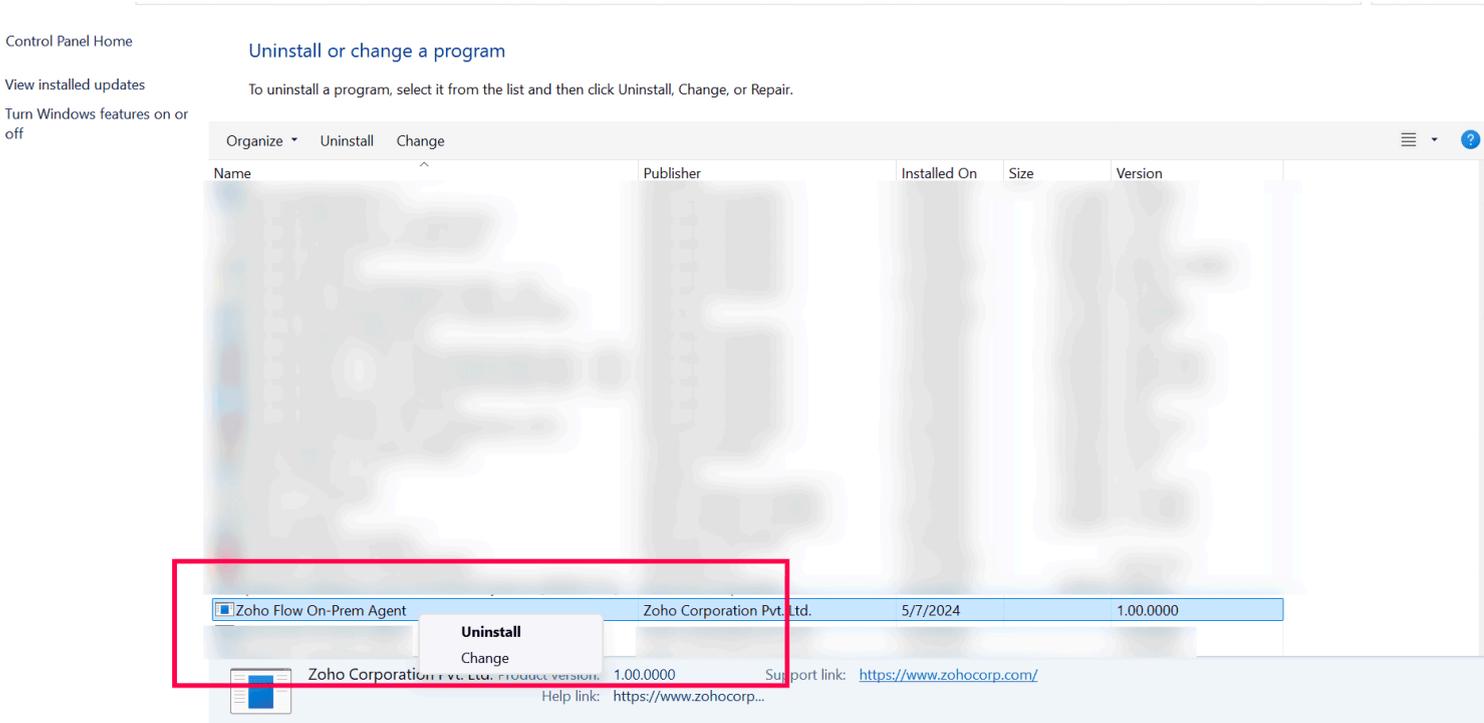


3. You will be notified about all the connections that are using the agent. Once you make sure that you no longer need to keep them live, click the trash icon and confirm deletion.

Your agent might not be reachable due to reasons such as unavailability, crashes, or other issues. In that case, follow the steps below to delete your agent.

### For windows

1. Go to the Control Panel, then click **Uninstall or change a Program**.



2. Right-click **Zoho Flow On-Prem Agent** and click **Uninstall**.
3. A pop up will appear to confirm removing all the folders. Click **OK** to proceed.

### For Mac or Linux

1. Navigate to the terminal and locate the folder where the agent is installed.
2. Type **rm -rf FlowAgent** to delete the agent.

