

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**.

(7) Dashboard	Organization Profile	On-Prem Agents
	History	
My Flows	Connections	
•	Agents	
Settings	Members	
-	Audit Trail	
	Support Access	
	Custom Functions	
		CREATE ON-PREM AGENT
		You haven't created any on-prem agents yet. Start integrating your on-prem applications by creating an on-prem agent.

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

	Install On-Prem Agent Choose your operating system Windows MacOS 🔬 Linux						
On-Prem Agent	Set Up Agent						
The On-Prem Agent allows Zoho Flow to securely connect and access authorized on-	Download and run the installer for your system's architecture: $32 \text{ bit} \mid 64 \text{ bit}$						
premises apps.	Installation Key						
	Copy the key and paste it in the installer when prompted.						
	DrGvWPqK2hutDmfDYXKZxQNQkp COPY						
	Do not share this key with others.						
	Instructions to set up the agent:						
	Graphical Installer	Command Line Installer					
	 Download the agent installer. 	• Download the agent installer.					
	• Double click the installer to start the installation.	Open Command Prompt , then access the path					
	When prompted, copy and paste your installation	where the installer is downloaded.					
	key into the installer.	Run startFlowAgent.exe .					
	 Once the installation is finished, return to this window, then click Next. 	 When prompted, copy and paste your installation key into the installer. 					
•		• Once the installation is finished, return to this window, then click Next .					

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 Creates a new request	- Create request	\bigcirc >
	← New Connection	
sa'	<i>i</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 used in accordance with the terms of service and privacy policy of ServiceDesk Plus On-Premises.	be
ManageEngine ServiceDesk Plus is help desk	App is installed on premises 0	
software with built-in asset and project management. You can track configuration chapters man relationching and view data	On-Prem Agent *	
graphically to make informed decisions.	FrankZylker Active V Having trouble using this agent? Ping	⊕ NEW
	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, then your Host URL is http://example	
• • •	Integration Key * Log in to your ServiceDesk Plus (On-Premises) account. Navigate to Settings (Admin) > Developer Space > Integr > New > Generate. Copy the integration key and paste here.	ation Key
	Show Password	
	CANCEL	HORIZE

- 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 ${\bf Next.}$

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.
- 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.

- 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
flow.zoho.com.sa
flow.zoho.com.sa sa1-dms.zoho.sa
flow.zoho.com.sa sa1-dms.zoho.sa sa2-dms.zoho.sa
flow.zoho.com.sa sa1-dms.zoho.sa sa2-dms.zoho.sa accounts.zoho.com.sa

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.

Organization Profile	On-Prem Agents			٥	Search agents he	CREATE AGENT
History	Agent Name	Last updated on	Enable / Disable	OS	Status	Action
Connections	Tom's machine On-Prem Agent	Mon Sep, 11 2023, 03:01:08 AM		É	Inactive 🕕	PING VIEW DETAILS
Agents	ZylkerAgent	Wed Nov, 15 2023,		ć	Inactive 🕦	PING VIEW DETAILS
Members	On-Prem Agent	11:08:52 PM	_	-		
Audit Trail						
Support Access						
Custom Functions						

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

Agent Name	Tom's machine
Host Name	
Created by	Bella
Created at	Thu Aug, 10 2023, 12:24:45 AM
Auto-Update	
Version	1.0.9
Agent Unregister	Unregister will disconnect the agent permanently. To proceed, click here

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.

Organization Profile	On-Prem Agents			C	Search agents he	CREATE AGENT
History	Agent Name	Last updated on	Enable / Disable	OS	Status	Action
Connections	Tom's machine 🖉 On-Prem Agent	Mon Sep, 11 2023, 03:01:08 AM		É	Inactive 🕕	PING VIEW DETAILS
Agents	ZylkerAgent	Wed Nov, 15 2023,		é	Inactive	
Members	On-Prem Agent	11:08:52 PM		•	mactive U	
Audit Trail						
Support Access						
Custom Functions						

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**.

View installed updates Turn Windows features on or	To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.							
off	Organize 🔹 Uninstall Change					≣ • (
	Name		Publisher	Installed On Size	Version			
	Zoho Elow On-Prem Agent		Zoho Corporation Pyt Ltd	5/7/2024	1.00.0000			
		Uninstall Change		5,1,202,				

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

https://help.zoho.com/portal/en/kb/flow/user-guide/on-premise-app-integrations/articles/setup-and-manage-your-on-prem-agent to the setup of the se