

# Disable and Enable the FireAMP Connector Service

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## Introduction

This document describes various methods to disable and enable the FireAMP Connector service. When you troubleshoot, you might need to disable the FireAMP Connector service. There are a few reasons why you might need to do this:

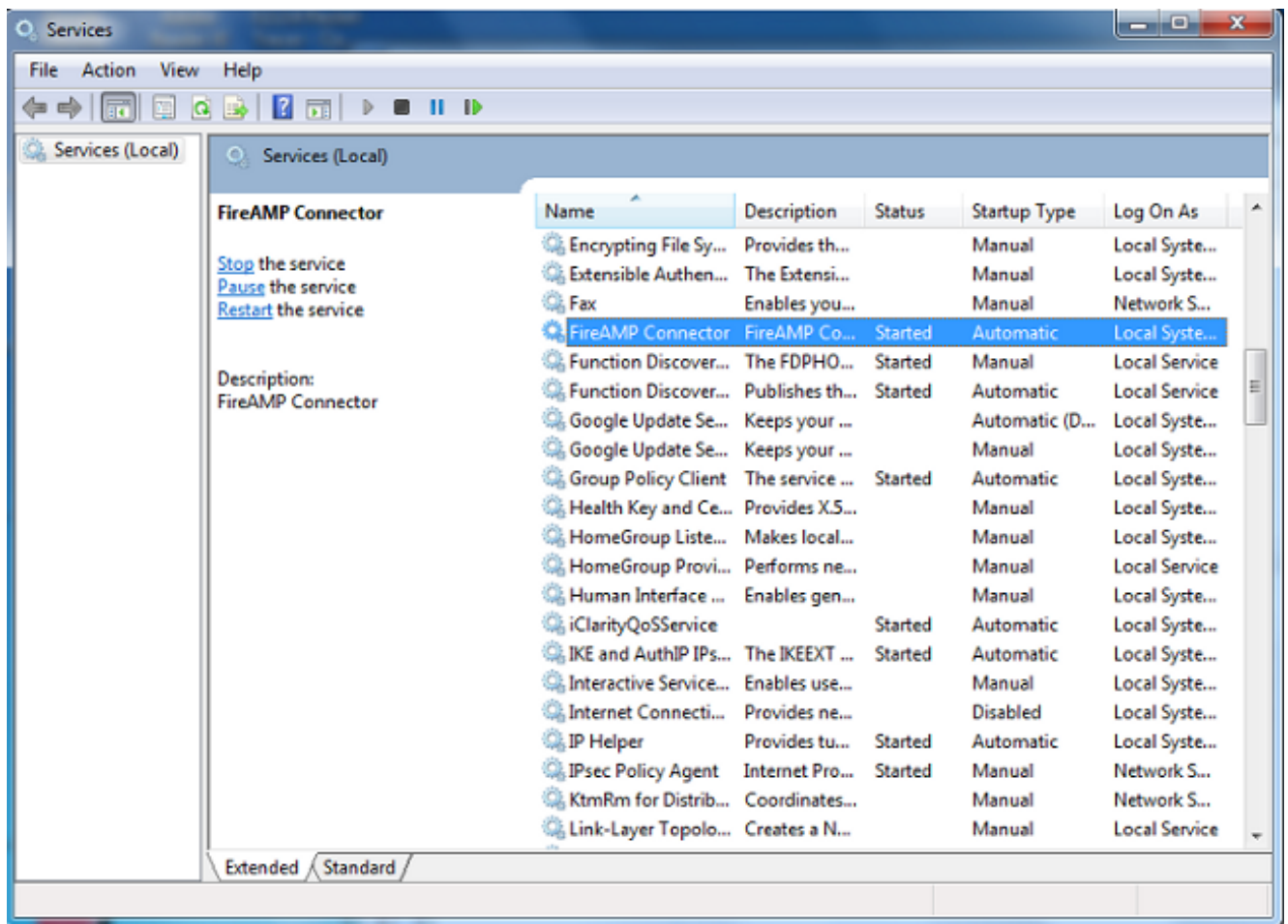
- In order to remove a corrupt database or log file.
- In order to uninstall FireAMP connector due to an error, corrupt installation, or incomplete installation.
- Replace the policy.xml file (for advanced troubleshooting purposes).

## Manage the FireAMP Connector Service on Microsoft Windows

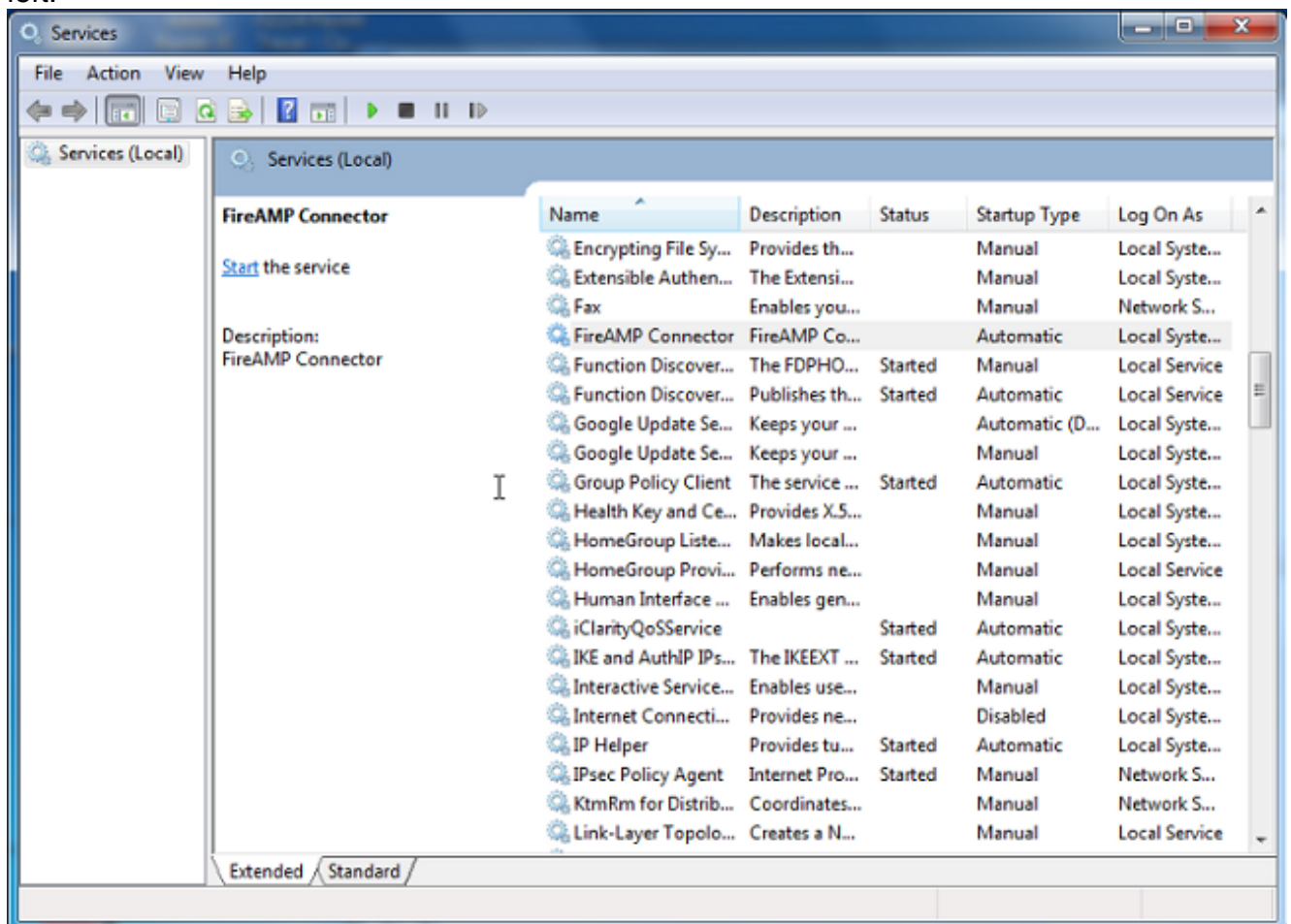
### Control Panel

The FireAMP Connector can be disabled via the Control Panel. In order to disable the Connector via the Control Panel, complete these steps:

1. Choose **Start > Control Panel**.
2. In the Control Panel, click **System and Security** and then click **Administrative Tools**.
3. Double-click **Services**.
4. In the **Services** window, scroll down and locate the **FireAMP Connector** service.



- Left-click the **FireAMP Connector** and then click **Stop** underneath the service name on the left.

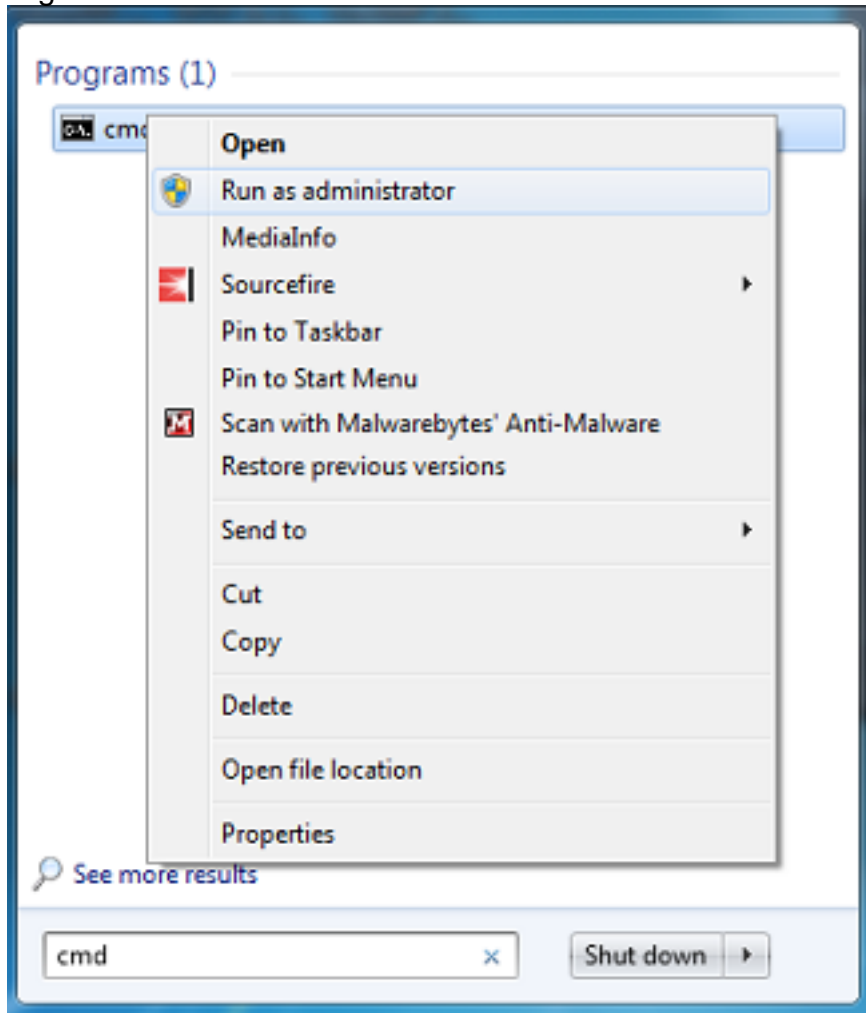


## Command Prompt

You can also use the command prompt in order to disable the FireAMP Connector service.

**Note:** You need to run the cmd.exe program as an administrator.

1. Go to the **Start** menu and find the cmd.exe file.
2. Right-click and choose **Run as Administrator**.

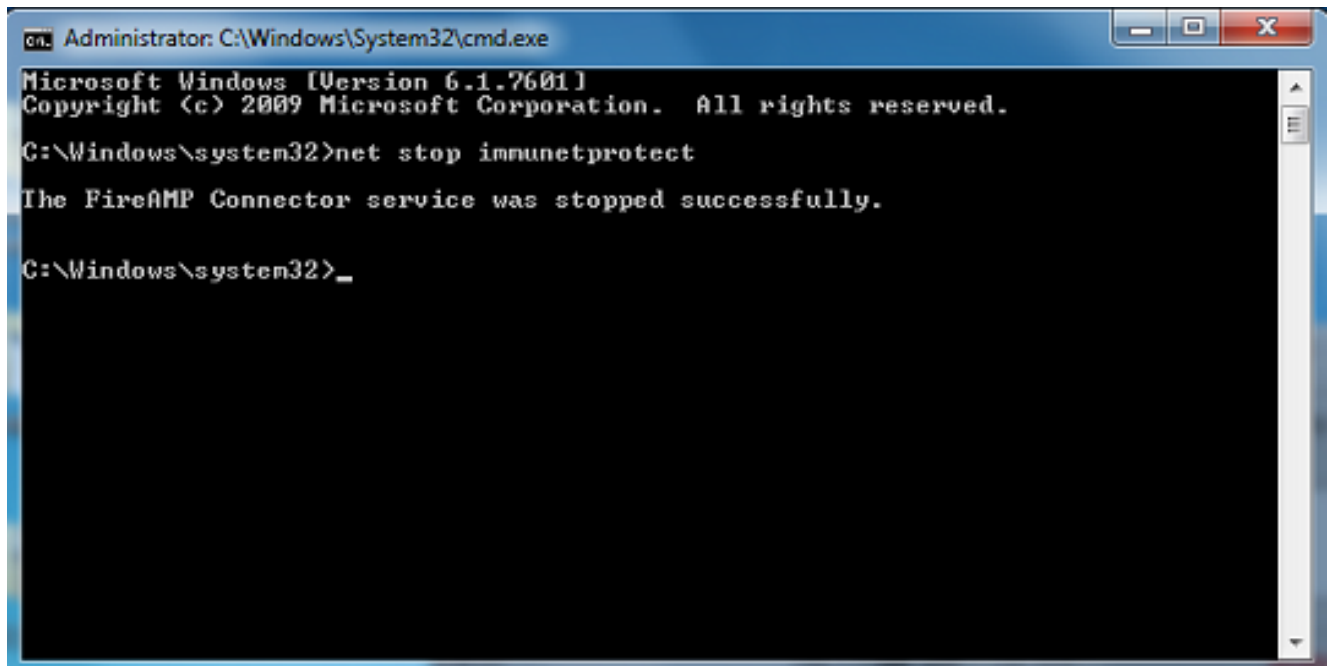


3. At the command prompt, enter this command in order to stop the FireAMP Connector:

```
C:\Windows\system32> net stop immunetprotect
```

4. **NOTE: For connector versions 5.x and greater**

```
wmic service where "name like 'immunetprotect%'" call stopservice
```



```
Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>net stop immunetprotect
The FireAMP Connector service was stopped successfully.

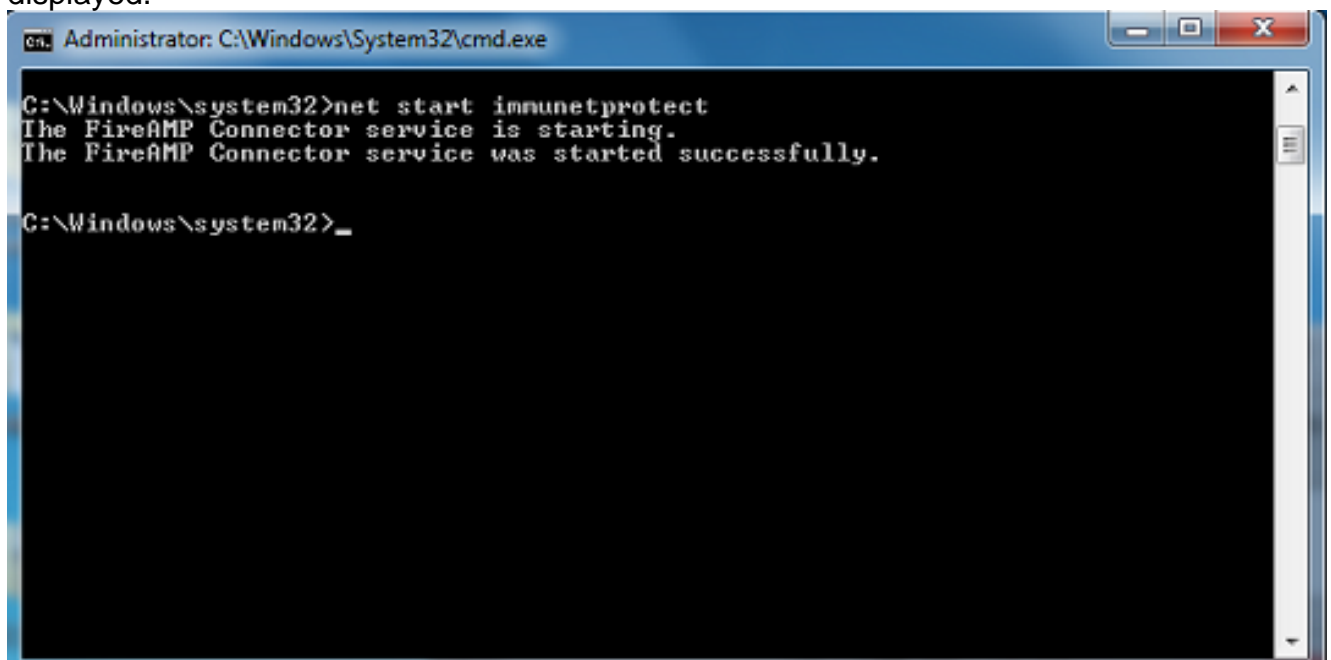
C:\Windows\system32>_
```

5.

6. In order to restart the Connector, enter this command: `C:\Windows\system32> net start immunetprotect`

NOTE: For Connector versions 5.x and greater

wmic service where "name like 'immunetprotect%'" call startservice When a Connector starts, this output is displayed.



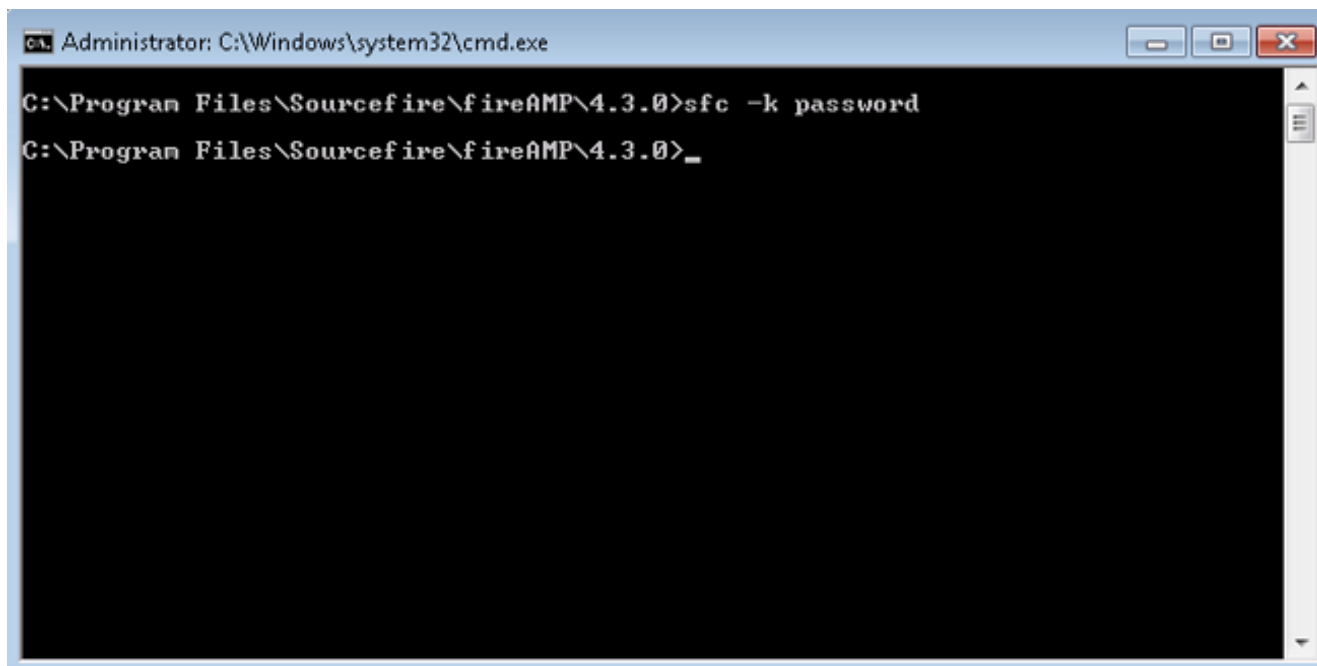
```
Administrator: C:\Windows\System32\cmd.exe

C:\Windows\system32>net start immunetprotect
The FireAMP Connector service is starting.
The FireAMP Connector service was started successfully.

C:\Windows\system32>_
```

**Note:** These steps do not work if **Connector Password Protection** is enabled. Use the next steps to include the protection password in order to stop the service. This command only works on version 4.3.0 and later of the FireAMP Connector.

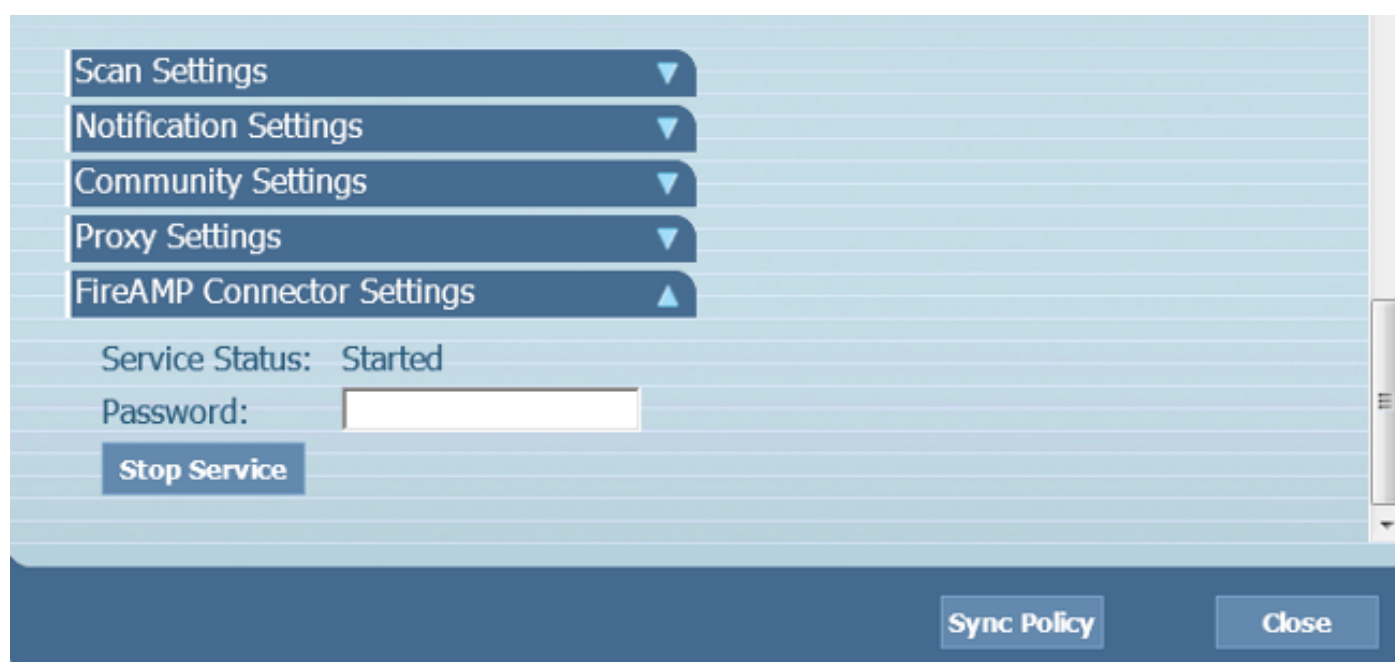
7. Enter this command: `sfc.exe -k password` Replace the word "password" with the actual password set in your policy.



```
Administrator: C:\Windows\system32\cmd.exe
C:\Program Files\Sourcefire\fireAMP\4.3.0>sfc -k password
C:\Program Files\Sourcefire\fireAMP\4.3.0>_
```

## Stop the Service with the User Interface

You can also stop the password protected service from the user interface.



## Manage the FireAMP Connector Service on OSX

In order to disable the FireAMP service on OSX, enter this command in a terminal:

```
sudo launchctl unload /Library/LaunchDaemons/com.sourcefire.amp.daemon.plist
```

In order to enable the FireAMP service on OSX, enter this command in a terminal:

```
sudo launchctl load /Library/LaunchDaemons/com.sourcefire.amp.daemon.plist
```

## Manage the FireAMP Connector Service on Linux

In order to disable the FireAMP service on Linux, enter this command in a terminal:

```
sudo initctl stop cisco-amp
```

In order to enable the FireAMP service on Linux, enter this command in a terminal:

```
sudo initctl start cisco-amp
```

## Related Information

- [Command Line Switches for FireAMP Connector Installer](#)
- [Technical Support & Documentation - Cisco Systems](#)