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# Real User Monitor Upgrade

This document describes how to upgrade the Real User Monitor probe and engine to version 7.51. For details of engine and probe system requirements, see see “Reviewing System Requirements” in the *Real User Monitor Administration* PDF.

## Upgrading the Real User Monitor Probe

Follow the instructions below to upgrade the Real User Monitor probe. You should not uninstall the previous version of the Real User Monitor probe before installing version 7.51.

**To install the Real User Monitor 7.51 probe:**

- 1** On the HP Business Availability Center 7.51 **Downloads** page, which you access from **Admin > Platform > Setup and Maintenance**, click **HP Real User Monitor probe** to download the **HPRUMProbeSetup\_linux.bin** file to the **/var/tmp** directory on the Real User Monitor probe machine.

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**Note:** If you cannot download this file directly to the Linux machine on which you are installing the probe, make sure that you download the file to a machine from which you can later FTP (in binary mode) the file to the Linux machine.

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- 2** Stop the Real User Monitor probe.
  - a** Log in to the Real User Monitor probe machine as the root user.
  - b** Stop the Real User Monitor probe with the following command:

```
/etc/init.d/beatbox-capture stop
```

**Note:** If you want to ensure that no previous Real User Monitor data is lost during the upgrade process, copy the data from the previous version's `/var/spool/beatbox/channels` directory. After you install the Real User Monitor 7.51 probe, copy the data back to the new `channels` directory.

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- 3 Run the installation script as described in “Installing the Probe” in the *Real User Monitor Administration* PDF.
- 4 Start the Real User Monitor probe with the following command:

```
/etc/init.d/beatbox-capture start
```

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**Note:** The above procedure should take less than a minute and therefore results in minimal data loss.

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## Upgrading the Real User Monitor Engine

The procedure for upgrading to Real User Monitor 7.51 from Real User Monitor version 7.x, differs to the procedure when upgrading from Real User Monitor version 6.x.

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**Note:** If you are installing the engine and database on different machines, run the `HPRUMSetup_win.exe` file first on the MySQL database machine and then on the Real User Monitor engine machine.

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**To upgrade the Real User Monitor engine from Real User Monitor 7.0 or later:**

- 1** Uninstall the existing version of the Real User Monitor engine. During the uninstall process you must save the user data settings and configuration when prompted. For details on uninstalling the Real User Monitor engine, see “Uninstalling HP Real User Monitor” in the *Real User Monitor Administration* PDF.
- 2** On the HP Business Availability Center 7.51 **Downloads** page, which you access from **Admin > Platform > Setup and Maintenance**, click **HP Real User Monitor Engine for Windows**. Download the **HPRUMSetup\_win.exe** file to the Real User Monitor engine machine and run the file. For details on installing the Real User Monitor engine, see “Installing the HP Real User Monitor Engine” in the *Real User Monitor Administration* PDF.

As part of the installation process, you must import the saved user data settings and configuration from a previous version.

In the HP Real User Monitor Connection Settings dialog box, ensure that you enter the name of the HP Business Availability Center 7.51 Gateway Server.

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**Note:** Reconnecting to the MySQL schema after the engine has been upgraded involves a schema upgrade which might take up to several hours, depending on the amount of existing data.

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- 3** Start the Real User Monitor engine by selecting **Start > Programs > HP Real User Monitor > Administration > Enable HP Real User Monitor** on the Real User Monitor engine machine.

**To upgrade the Real User Monitor engine from Real User Monitor 6.x:**

- 1** Stop the Real User Monitor engine by selecting **Start > Programs > HP Real User Monitor > Administration > Disable HP Real User Monitor** on the Real User Monitor engine machine.

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**Note:** Because data is stored on the Real User Monitor probe and can be retrieved when the Real User Monitor engine is restarted, stopping the Real User Monitor engine does not result in data loss.

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- 2** On the HP Business Availability Center 7.51 **Downloads** page, which you access from **Admin > Platform > Setup and Maintenance**, click **HP Real User Monitor Engine for Windows**. Download the **HPRUMSetup\_win.exe** file to the Real User Monitor engine machine and run the file. The setup program detects a previous version of the Real User Monitor engine and proceeds to uninstall this version. Follow the instructions provided in the wizard to uninstall the Real User Monitor engine.

If you want to save user data settings and configuration from the previous version, you can choose to export data. You can also choose to export the MySQL user schema if you do not want to recreate the user schema.

- 3** Reboot the machine when prompted to do so. When the machine restarts, run the **HPRUMSetup\_win.exe** file once again. The setup program reopens and begins the Real User Monitor engine installation process. For details on installing the Real User Monitor engine, see “Installing the HP Real User Monitor Engine” in the *Real User Monitor Administration* PDF.

As part of the installation process, you can import the saved user data settings and configuration from a previous version. You can also choose to import the previous MySQL user schema.

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**Note:**

- ▶ Reconnecting to the MySQL schema after the engine has been upgraded involves a schema upgrade which might take up to several hours, depending on the amount of existing data.
  - ▶ If you changed the user name/password for the previous MySQL database server while working with a previous version of the Real User Monitor, these parameters are no longer in effect. The default user name/password should be used to connect to the MySQL database server.
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In the HP Real User Monitor Connection Settings dialog box, ensure that you enter the name of the HP Business Availability Center 7.51 Gateway Server.

- 4** Start the Real User Monitor engine by selecting **Start > Programs > HP Real User Monitor > Administration > Enable HP Real User Monitor** on the Real User Monitor engine machine.

### **Real User Monitor Limitations**

- ▶ If the Real User Monitor engine is working with SSL and:
  - ▶ a customer self-signed Certification Authority (CA) certificate is being used for one of the connections;
  - ▶ the self signed CA certificate is in the default JRE truststore (cacerts), and not in a separate keystore;

you will have to export the CA certificate manually from the original JRE truststore that is saved in the exported data directory to the new JRE used by the upgraded Real User Monitor engine. If you are using a certificate that is trusted by a well-known CA, or a self-signed certificate in a separate keystore file, you do not have to perform this procedure.

- ▶ If you are upgrading a Real User Monitor engine that is running on a different port than the default one (8180), you must manually change each occurrence of port **8180** within the **<Real User Monitor engine root directory>\EJBContainer\bin\mercury\_run.bat** file to the port that the Real User Monitor engine is using.
- ▶ After upgrading both HP Real User Monitor and HP Diagnostics to version 7.51, the drill down button to HP Diagnostics is no longer available in Global Statistics reports. A general link to the Diagnostics application is available from **Applications > Diagnostics**.
- ▶ When upgrading from Real User Monitor 6.x, during the Real User Monitor engine upgrade process, the user name and password of the MySQL database are reset to the defaults (**rum\_user** and **rum\_password**) if the MySQL data is saved in the default data directory (the Real User Monitor engine root installation directory).
- ▶ If your MySQL data is not saved in the default data directory, a redundant data directory will be created when you install the Real User Monitor 7.51 engine.
- ▶ When upgrading from Real User Monitor version 6.x, snapshots are deleted from the Real User Monitor probe after the probe is upgraded, even if you copy the data from the previous probe version's **/var/spool/beatbox/channels** directory.
- ▶ If the Real User Monitor source adapter (**Admin > Universal CMDB > Source Manager**) was edited before you upgraded your Real User Monitor engine, you may need to select some of the options again after you upgrade the Real User Monitor engine.

- ▶ In the \<HP Real User Monitor root directory>\conf\  
**configurationmanager\Beatbox\_Default\_Const\_Configuration.xml** file, the [collectors] section is deprecated and is replaced by the new [servers\_filter] section. Upgraded applications for which IP ranges, ports and traffic type were configured in the [collectors] section of the file will still be monitored, but it is recommended that you configure these settings for the application directly in End User Management Administration. For details on configuring applications in End User Management Administration, see “Real User Monitor Administration User Interface” in *Using End User Management*. Changes to the [servers\_filter] section of the file can be made using the **Data Collection Settings** page of the HP Real User Monitor Engine Web console. For details on the Data Collection Settings page, see “Data Collection Settings” in the *Real User Monitor Administration* PDF. You should not manually edit the **Beatbox\_Default\_Const\_Configuration.xml** file.