

HP Business Availability Center

for the Windows and Solaris operating systems

Software Version: 8.04

Real User Monitor Upgrade

Document Release Date: January 2010

Software Release Date: January 2010



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Real User Monitor Upgrade

This document describes how to upgrade the Real User Monitor probe and engine to version 8.04 and is an excerpt from “Component and Data Upgrade and Limitations” in the the *HP Business Availability Center Deployment Guide* PDF. For details of engine and probe system requirements, see “Reviewing System Requirements” in the *Real User Monitor Administration* PDF.

Upgrading the Real User Monitor Probe - Linux

Follow the instructions below to upgrade Linux installations of the Real User Monitor probe. You should not uninstall the previous version of the Real User Monitor probe before installing version 8.04.

To install the Real User Monitor 8.04 probe:

On the HP Business Availability Center 8.04 **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.

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.

- 1** 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
```

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

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

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

Upgrading the Real User Monitor Probe - Windows

Follow the instructions below to upgrade Windows installations of the Real User Monitor probe.

To install the Real User Monitor 8.04 probe:

- 1 On the HP Business Availability Center 8.04 **Downloads** page, which you access from **Admin > Platform > Setup and Maintenance**, click **HP Real User Monitor probe** to download the **HPRUMProbeSetup_win.msi** file to the Real User Monitor probe machine.
- 2 Stop the old probe by selecting **Start > Programs > HP Real User Monitor > Administration > Probe > Stop RUMProbe**.
- 3 Uninstall the old probe by selecting **Start > Control Panel > Add or Remove Programs > HP RUM Probe 8.0x**.
- 4 Install the new Windows probe as described in “Installing the Probe” in the *Real User Monitor Administration* PDF.
- 5 Start the new probe by selecting **Start > Programs > HP Real User Monitor > Administration > Probe > Start RUMProbe**.

Upgrading the Real User Monitor Engine

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.

To upgrade the Real User Monitor engine:

- 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 8.04 **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 8.04 Gateway Server.

- 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.

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.
- 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 8.04 engine.