

HP Configuration Manager Application Usage Manager

for the Windows operating systems

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Migration Guide

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This guide's title page contains the following identifying information:

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Table 1 lists changes included in this release of the CM Application Usage Manager Migration Guide.

Table 1 Document Changes

Chapter	Version	Change
All	7.20	Throughout the guide, many references to Version 5.10 or 5.11 were changed to Version 7.20.
1	7.20	Page 7, Introduction , added rebranding note: Rebranding Note for v 7.20: While the Application Usage Manager and the KB Server were not rebranded, most other Configuration Management products have been rebranded from Configuration Management to Client Automation Enterprise (CAE) products as of Version 7.20. Refer to the <i>HPCAE 7.20 Release Notes</i> for more information.
2.3	7.20	Added note to Upgrading the Oracle Database Schema and Upgrading a SQL Server Database Schema Page chapters. CM 7.20 Note: There is an additional service pack (22 A or U) when upgrading to this release.
4	7.20 7.20 Aug 2008	Page 19, Upgrading to an AUM 7.20 Environment , added note: CM AUM 7.20: The Usage Manager Agent and Usage Domain were updated from Version 5.11 to Version 7.20. Refer to the <i>HPCAE V 7.20 Release Notes</i> for details. Follow the steps in this chapter using the media from CAE v 7.20 to apply the updates and obtain the latest features. The Usage Domain import decks are located on the CAE 7.20 media in the folder: <code>\Usage\CSDB_Classes\USAGE_DOMAIN\ Corrected the path to the import desks in the above note from: \Usage\CSDB_Classes\USAGE_DOMAIN\ to \Usage Manager\CSDB_Classes\USAGE_DOMAIN\ </code>

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1 Introduction

About this Guide

Who this Guide is for

This migration guide is for CM system administrators who want to upgrade:

- an *HP Configuration Management Application Usage Manager (AUM)* environment to Version 7.20. (The previous release was Version 5.11.)
- an existing *Usage Manager Database schema (SQL Server or Oracle)* to support this version of AUM with AUM Admin 7.20, KB Server 7.20 and Reporting Server 7.20.

This guide contains information for the Windows platforms, only.

You should be familiar with CM and Client Automation products, such as the Configuration Server, the Configuration Server Database, and the Knowledge Base Server.

If using Reporting Server, you should also be familiar with that product.

For details, see the appropriate guides.



Rebranding Note for v 7.20: While the Application Usage Manager and the KB Server were not rebranded, most other Configuration Management products have been rebranded from Configuration Management to Client Automation Enterprise (CAE) product names as of Version 7.20. Refer to the *HPCAE 7.20 Release Notes* for more information.

2 Upgrading the Oracle Database Schema

Overview

This chapter provides the instructions for upgrading your existing Usage Manager schema (versions 2.1, 2.2 or 5.0) for an Oracle Database to the new schema for Application Usage Manager Version as of 5.10. Version 5.0 and above provides internationalization (I18N) support features.

It is important that you update your Usage Manager Database schema to accommodate this release, which supports Application Usage Manager 7.20.

► **CM AUM 7.20:** The Usage Manage Database schema for Version 7.20 does not introduce any changes from Version 5.10 or 5.11. There is an additional service pack (22 A or U) when upgrading to this release.

The upgrade process might take a few or several hours to complete, depending upon the data size, system resources and other factions.

Preparing for the Upgrade

To prepare for the upgrade of your database schema, a qualified Database Administrator needs to perform these activities.

- Make sure there is no database activity going on. Stop the service for the CM Knowledge Base Manager to avoid any kind of import activity. Also stop the service for the CM Reporting Server to avoid reporting queries to the database.
 - Take a proper backup of the database.
 - The Usage Manager (UM) database must be upgraded to the Schema as of 7.20. The user has the option to upgrade to a data type of ANSI or Unicode. (Note: There were no schema changes between 5.1x and 7.20).
 - Download all the files required for the upgrade:
 - Download the **service packs** 01-13, 14U to 22U or above (for Unicode) or 01-13, 14A to 22A or above (for ANSI) to a local folder. (All CM Application Usage Manager media is in the \Usage Manager folder of the CAE media.) The service packs are in this folder:
`\Usage Manager\Maint\SqlDatabaseMaintHistory\Oracle`
 - Download the **migration scripts** to a local folder. The migration scripts for Oracle Server are located with the CM Application Usage Manager CAE 7.20 media in this folder:
`\Usage Manager\Migrate\Oracle 9i_10g`
- The Oracle scripts will also run on Oracle 11g provided that you use SQL Plus to execute the scripts; using SQL Developer to execute the scripts my produce errors.

Apply Schema Service Packs to the Oracle Database

- If your Usage Manager database schema is at version 2.1 GA or 2.2, you have two options:
 - Upgrade your schema to an **ANSI data type**; this upgrade does not provide I18N support. If you choose this option, perform Tasks 1 and 2 to apply the appropriate ANSI service packs through 22A, and then continue with [Chapter 4](#) on page 19.
 - Upgrade your schema to a **Unicode data type**; this upgrade provides I18N support. If you choose this option, perform all tasks in this chapter and then continue with [Chapter 4](#) on page 19.
- If your Usage Manager database schema is at version 5.0, you will need to apply at least one service pack. Details are given below.

Task 1 Grant DBA

Using SQL Plus or Sql Worksheet, log on using **Sysdba** or System credentials, and execute `Step1_GrantDBA.sql`

Task 2 Apply Service Packs 01 to 22 (U or A)

Connect as user **RADIA**, or your Usage Manager user, and apply the service packs. Use SQL Plus or Sql Worksheet (for Oracle) to execute the scripts.

All Service Packs from 1 to 13 and 14 (U or A) to 22 (U or A) and above must be applied in order to upgrade to Usage Manager Schema 7.20.



Service pack 10 has not been released.

- If you have Usage Manager v2.1 installed, apply all the Service Packs from 1 to 21 (U or A) in sequential order. Use SQL Worksheets. For example, if your database is currently at Service Pack 4, then start applying the scripts from Service Pack 5 onwards until Service Pack 21 (U/A) or the latest one available at the time of release. There is no need to repeat any service packs already applied.
- If you have Usage Manager v2.2 installed, apply these Service Packs:
 - For Unicode: 11, 12, 13, 14U, 15U, 16U, 17U, 18U, 19U, 20U ,21U and 22U
 - For ANSI: 11, 12, 13, 14A, 15A, 16A, 17A, 18A, 19A, 20A , 21A and 22A
- If you have Usage Manager v5.0 installed, apply Service Packs 21U and 22U and above if any, only.
- If you have Usage Manager v5.1 or 5.11, apply Service Pack 22U only.
- If you have already upgraded from 2.x to 5.x (U or A) consider the requirement of ServicePacks accordingly as stated above.

To determine which service packs have been installed in your database, you can query the following tables of your UM user schema (For example, RADIA):

- `rcaServicePackHistory` Table for service packs 1 to 13.
- `rcaSQLDatabaseMaintHistory` Table for Service Packs 14U to 22U.

For Example:

```
SQL> select SERVICEPACKNUMBER, SERVICEPACKNAME, SCHEMAVERSION from  
rcaServicePackHistory;
```

SERVICEPACKNUMBER	SERVICEPACKNAME	SCHEMAVERSION
1	SERVICEPACK1	1.9.3
2	SERVICEPACK2	1.9.4

Expected “Errors” that can be ignored

Some of the scripts are dropping certain objects, such as tables, views, procedures, functions, triggers, and indexes. As a result, you may receive errors indicating an object (targeted to be dropped) does not exist. For example: ERROR at line 1:ORA-00942: table or view does not exist.

If columns are altered and if any is non-existing, the following error is displayed.

Example: Ignore error ORA-00904: "CRITERIASEARCHTYPEID": invalid identifier

These error messages can be safely ignored.

After Applying Service Packs

- If you have applied all ANSI service packs the data type of schema is unchanged. There is no requirement to create a new DSN, the previously created one may be used. This would also mean that you do not require or desire Unicode support.

You may now continue with [Chapter 4](#) on page 19.

- If you have applied all Service packs for Unicode support, continue with the topic [Upgrade Schema to 7.20 Unicode](#), below.

Upgrade Schema to 7.20 Unicode

- [Upgrading from a 2.x schema](#): You must perform the all following tasks.
- [Upgrading from a 5.0 schema](#):
 - If your 5.0 Unicode schema was installed new with CM AUM v5.0, the following tasks are NOT needed and you can continue with [Chapter 4](#) on page 19.
 - If your 5.0 Unicode schema was previously upgraded from a 2.x schema, the following tasks were optional. HP recommends performing them now if you did not perform them as part of the 2.x to 5.x Unicode upgrade.

Note: If you already have a database with DB Character Set that supports Unicode Data, (DB character set AL32UTF8 and National Character Set UTF8), or if you have usage manager 5.0 or 5.1 or 5.11 (new install on a Unicode supported DB), the below tasks are not required.

The below tasks should be performed only to upgrade to a Unicode supported Usage Manager Schema.

Task 3 Alter Common Tables

Using SQL Plus or Sql Worksheet, Execute `Step3_Alter_Common_Tables.sql`.

Task 4 Alter Usage Manager Tables

Using SQL Plus or Sql Worksheet, execute `Step4_Alter_UsageManager_Tables.sql`

Note: Execution of this script may take several minutes, depending upon your data.

Note: here, if you see a message that schema is upgraded to latest, interpret it as schema is upgraded to 7.2



Important: The tasks that follow will export and import the data into a new database. Ensure that a proper **DB Backup** is taken before migrating the data.

Task 5 Export Data

Use the Export utility (`EXP.exe` found in BIN directory) provided by Oracle and export the data.

The export command and instructions can be found in `Step5_Export_Data.txt`. (See the export example in the image below.)

Notes:

- 1 DBAs are advised to change the settings of the export commands to suit their business needs, based on the environmental settings, as required.
- 2 DBA's are also advised to review the DB character set and NLS settings in order to rule out possible character conversions during import. For more information, refer to the *Oracle Database Globalization Support Guide*.
- 3 For Oracle 11g, the Export utility can be found here:

```
<<Install Drive>>\app\Administrator\product\11.1.0\db_1\BIN
```

```
C:\oracle\ora92\bin>exp RADIA/RADIA FILE=c:\UMDATA\RADIA.dmp OWNER=RADIA GRANTS=y ROWS=y indexes=n constraints=y COMPRESS=y log=c:\UMDATA\RADIA.log
Export: Release 9.2.0.1.0 - Production on Tue Jun 27 17:17:29 2006
Copyright (c) 1982, 2002, Oracle Corporation. All rights reserved.
```

Task 6 Create New Unicode Database

Create a new database with DB Character Set that supports Unicode Data, preferably the DB character set `AL32UTF8` and National Character Set `UTF8`.

Note: DBAs are advised to change the settings of the DB Character Set to suit their needs. They may also consider changing the Block Size.

Task 7 Define Tablespaces

Using SQL Plus or Sql Worksheet, login as system or **SysDBA** and execute `Step7_Define_Tablespaces.sql`.

Task 8 Define Common Roles

Using SQL Plus or Sql Worksheet, login as system or **SysDBA** and execute `Step_8_Define_Common_Roles.sql`

Task 9 Import Data

Use the Import utility (`IMP.exe`) provided by Oracle to import the data. The import command and instructions can be found in `Step9_import_Data.txt`.

Note: For 11g, the import utility can be found here:

```
<<Install Drive>>\app\Administrator\product\11.1.0\db_1\BIN
```

Note: Perform the import operation on the new Database.

DBAs are advised to change the settings of the import commands to suit their business needs. A sample import command is shown in the following image.

A screenshot of a Windows command prompt window. The title bar reads "C:\WINDOWS\system32\cmd.exe". The window content shows the following text:

```
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\oracle\ora92\bin>imp radia/radia FILE=C:\UMData\RADIA.dmp SHOW=n FROMUSER=RADIA ROWS=Y IGNORE=y GRANTS=y Constraints=y log=C:\umdata\radiainp.log_
```

After the import is successful, login to Oracle Enterprise Manager and go to the views of the Usage Manager User (often named **Radia**). Right click on each View and compile.

Views or Procedures and triggers may also be re-created by executing the script `Step11_Optional_ReCompile_UsageManager_TrgView.sql`. Refer to Task 11, below.

Task 10 Re Create Indexes.

This step is to re-build all the indexes in the new database. Using SQL Plus, connect as user **Radia**, or the Usage Manager user (default for Oracle is **Usage**), and execute `Step10_ReCreate_Indexes.sql`.

Task 11 Re Compile Usage Manager Triggers and views (Optional)

Sometimes you may experience compilation errors while importing Views and Triggers. In such a case, Using SQL Plus or Sql Worksheet, login as the user **Radia**, or the Usage Manager user, and run this script, `Step11_ReCompile_UsageManager_TrgView.sql`.

Task 12 Optional_Re_Create_Constraints (Optional)

If you face compilation errors during importing, Using SQL Plus or Sql Worksheet, login as the User **Radia**, or the Usage Manager user, and run this script, `Step12_Optional_Re_Create_Constraints.sql`

Task 13 RevokeDBA.sql (Optional)

This is required to revoke the DBA permission granted to the Usage Manager User (**Radia**) in step 1. This is optional.

Task 14 Create DSN for new database

Create a new DSN to point to the new database and reconfigure the Knowledge Base Server (previously known as KB Manager) to use this Database for import.

After upgrading the schema it is mandatory to upgrade the KB Server to v7.20, as detailed in Chapter 4.

Continue with [Chapter 4](#) on page 19.

3 Upgrading a SQL Server Database Schema

Overview

This chapter provides the instructions for upgrading your existing Usage Manager schema (versions 2.1, 2.2 or 5.0) on SQL Server to the new Schema for Application Usage Manager Version 7.20.

It is important that you update your Usage Manager Database schema to accommodate this release, which supports Application Usage Manager 7.20.

 **CM AUM 7.20:** The Usage Manage Database schema for Version 7.20 has not changed since version 5.10. However, there is a new service pack (22 A or U).

The upgrade process might take a few or several hours to complete, depending upon the data size, system resources and other factians.

Preparing for the Upgrade

To prepare for the upgrade of your database schema, a qualified Database Administrator needs to perform these activities.

- Make sure there is no database DB activity going on. Stop the service for the Knowledge Base Manager to avoid any kind of import activity. Also stop the service for the Reporting Server to avoid reporting queries to the database.
- Take a proper backup of the database.
- The Usage Manager (UM) database must be upgraded to Schema 7.20; the user has the option to upgrade to a data type of ANSI or Unicode.
- Download all the files required for upgrade:
 - Download the **service packs** 01-13, 14U to 22U and above (for Unicode) or 01-13, 14A to 22A and above (for ANSI) to a local folder. These service packs are located with the CM Application Usage Manager media under the \Usage Manager\Maint\SqlDatabaseMaintHistory\SQL Server folder of the CAE media.
 - Download the **migration scripts** to a local folder. The migration scripts for SQL Server are located in the CM Application Usage Manager Media location under the \Usage Manager\Migrate\SQL Server 2000_2005 folder on the CAE 7.20 media.

Apply Schema Service Packs to the SQL Server Database


- If your schema is at version 2.1 GA or 2.2, you have two options. To upgrade to Unicode support Schema 7.20 or to upgrade to Ansi Schema 7.20.

- To upgrade to Ansi Schema, Task 1, Apply Service Packs, is the only task the needs to be performed. After performing task 1, continue with Chapter 4.

Task 1 Apply Service Packs

Use Query analyzer to execute the scripts.

All Service Packs from 1 to 13 and 14 (U or A) to 22 and above (U or A) must be applied before upgrading to Usage Manager Schema 7.20.

 Service pack 10 has not been released.

- If you have Usage Manager 2.1, then apply all the Service Packs from 1 to 22 (U or A) in sequential order. Use Query Analyzer. For example, if your database is currently at Service Pack 4, then start applying the scripts from Service Pack 5 onwards until Service Pack 22 (U or A) or the latest available at the time of release. There is no need to repeat any service packs already applied.
- If you have Usage Manager v2.2 installed, apply these Service Packs:
 - For Unicode: 11, 12, 13, 14U, 15U, 16U, 17U, 18U, 19U, 20U, 21U and 22U
 - For ANSI: 11, 12, 13, 14A, 15A, 16A, 17A, 18A, 19A, 20A, 21A and 22A
- If you have Usage Manager v5.0 installed, apply Service Packs 21U and 22U, only.
- If you have Usage Manager v5.1 or 5.11 installed, apply Service Packs 22U only.
- If you have already upgraded from 2.x to 5.x (U or A) consider the requirement of ServicePacks accordingly as stated above.

To determine which service packs have been installed in your database, you can query the following tables after logging into the SQL server:

- `rcaServicePackHistory` Table for service packs 1 to 13.
- `rcaSQLDatabaseMaintHistory` Table for Service Packs 14 to 22.

For Example:

```
SQL> select SERVICEPACKNUMBER, SERVICEPACKNAME, SCHEMAVERSION from
rcaServicePackHistory;
```

SERVICEPACKNUMBER	SERVICEPACKNAME	SCHEMAVERSION
1	SERVICEPACK1	1.9.3
2	SERVICEPACK2	1.9.4

Expected “Errors” that can be ignored

- Some of the scripts are dropping certain objects, such as tables, views, procedures, functions, triggers, and indexes. As a result, you may receive errors indicating an object (targeted to be dropped) does not exist.
- In addition, some tables being Altered in later scripts may not exist. You may receive an error. For example:
Server: Msg 4902, Level 16, State 1, Line 1

Example: Cannot alter table 'dbo.NvdPing' because this table does not exist in database 'Your_UM_DB'.

These messages may be ignored.

Where to continue

- If you upgraded to UM 7.20 ANSI, the schema upgrade is complete. Continue with [Chapter 4](#) on page 19.
- If you upgraded to UM 7.20 Unicode support, proceed to Task 2 in the topic [Upgrade Schema to 7.20 Unicode](#), below, after all Service packs through 22 (U) have been applied.

Note: If you already have Usage Manager 5.0 or 5.1 or 5.11 installed, (New Full DB Install) with the required collation name, the Tasks in the topic [Upgrade Schema to 7.20 Unicode](#), below, are *not* required.

- If you have upgraded from 2.x to 5.x ANSI and wish to have Unicode support, then continue with the steps in the topic [Upgrade Schema to 7.20 Unicode](#), below.

Upgrade Schema to 7.20 Unicode

Following tasks need to be executed to upgrade to 7.20 schema with Unicode support.

Task 2 Drop Constraints

Using SQL Server Query Analyzer, execute `Step2_Drop_Constraints.sql`.

Task 3 Alter Database

- 1 To run the script, the program needs to set the database into single user mode. You should also ensure that there are no open connections on the database before running the script.
 - a To identify any open connections, use the stored--procedure SP_WHO.
 - b To enable single user mode, use SQL Server Query Analyzer and follows the next steps.
- 4 Open the file `Step3_Alter_Database.sql` and modify these values:
 - Replace `[Your_UM_DB]` with your Usage Manager database name.
 - Replace `[NEW Collation Name]` with your new desired collation name, for example `French_CI_AS`.
- 5 Using SQL Server Query Analyzer, execute the file `Step3_Alter_Database.Sql`.
- 6 After running the script make sure that this command was executed to revoke the single user restriction:

```
alter database [Your_UM_DB] set MULTI_USER
```

Task 4 Alter Usage Manger Tables

Using SQL Server Query Analyzer, execute `Step4_Alter_UsageManager_Tables.sql`.

Note: Execution of this script may take several minutes, depending upon your data.

Task 5 Add Constraints, Indexes, Triggers

Using SQL Server Query Analyzer, execute `Step5_Add_Constraints_Indexes_Triggers.sql`.

Task 6 Re Index

Using SQL Server Query Analyzer, execute `Step6_Re-Index.sql`.

At this point your database is now upgraded to Schema Version 7.20 with Unicode supporting capability.

The Usage Manager schema is now upgraded to support Version 7.20.

- If you have applied all ANSI service packs the data type of schema is unchanged.
- If you have applied Unicode service packs, the data type now supports Unicode data.


There is no requirement to create a new DSN, the previously created one may be used.

Important: After upgrading the schema it is mandatory to upgrade the KB Server to v7.20 or 7.20. This is covered in Chapter 4, [Upgrading the CM Knowledge Base Manager](#) on page 24.

Continue with [Chapter 4](#) on page 19.

4 Upgrading to an AUM 7.20 Environment

Use the following procedures to upgrade an existing Radia Usage Manager 2.x or CM Application Usage Manager (AUM) 5.x environment to a CM AUM Version 7.20 environment. As of this writing, the latest version is 7.20, available on the HP Client Automation Enterprise (CAE) 7.20 media.

 **CM AUM 7.20:** The Usage Manager Agent and Usage Domain were updated from Version 5.11 to Version 7.20. Refer to the *HPCA V 7.20 Release Notes* for details. Follow the steps in this chapter using the media from CAE v 7.20 to apply the updates and obtain the latest features. The Usage Domain import decks are located on the CAE 7.20 media in the folder: `\Usage Manager\CSDB_Classes\USAGE_DOMAIN\`

The overall sequence is:

- **Upgrade Configuration Server Database Usage Domain**
 1. [Radia v4 or CM v5:] Backup your existing Configuration Server v4.x or v5.0 Database and export the Usage Domain data. (The exported data are called Usage Decks). Refer to Task 1, below.
 2. [Radia v4 only:] Remove the Radia Usage Manager 2.x clients. Refer to [CM Environment: Agent Update Procedures](#) on page 22.

Note: CM AUM v5 agents do NOT need to be uninstalled prior to their upgrade to v7.20.
 3. Migrate your existing Configuration Server and Database to Version 7.20 using the steps outlined in the *Configuration Server and Database Migration Guide*.
 4. [CM v7.20:] Import the Usage Decks into the Configuration Server v7.20 Database. Refer to Task 3 on page 21.
- [CM v7.20] Deploy new Application Usage Manager v7.20 agents. Refer to [CM Environment: Agent Update Procedures](#) on page 22.
- [Reconfiguring the Target Collection Destination on an Integration Server / Management Portal](#). Refer to the steps on page 23.
- [Upgrading the CM Knowledge Base Manager](#). Refer to the steps on page 24.
- [Upgrading the Rule Editor to the CM Application Usage Manager Admin](#). Refer to the steps on page 25.

Upgrading the Configuration Server Usage Domain to Usage Decks of 7.20

This procedure creates Usage Decks from the existing instances and resources in your Configuration Server PRIMARY.USAGE domain.

After you upgrade the Configuration Server to Version 7.20, the Usage Decks are imported into the database in Task 3.

Task 1 Backup Database and Export Usage Domain prior to Configuration Server Migration

It is important to backup the Configuration Server Database and export the Usage Domain prior to beginning the migration process.

To backup the existing Configuration Server Database and export the PRIMARY.USAGE Domain

- 1 Stop the Configuration Server service.
- 2 Make sure you have adequate disk space, and then backup the Configuration Server's entire DB folder.
- 3 Manually export the existing USAGE domain settings (instances and resources) that must be retained after migration by running the following ZEDMAMS commands.

Note: Before using this utility, read about the ZEDMAMS command, verbs, and keywords in the *EDM Access Method Services (EDMAMS)* chapter in the *CM Configuration Server User Guide*.

For example, to export all instances and resources in the Usage domain, change directory to the location of your pre-existing Configuration Server `bin` directory, and then run the following commands one at a time:

Command 1 for Instance Export:

```
ZEDMAMS VERB=EXPORT_INSTANCE, FILE=PRIMARY, DOMAIN=USAGE,
INSTANCE=*, OUTPUT=USAGE_UPGRADE.XPI, PREVIEW=NO, INPUT=INPUT.txt
```

Command 2 for Resource Export:

```
ZEDMAMS VERB=EXPORT_RESOURCE, FILE=PRIMARY, DOMAIN=USAGE,
INSTANCE=*, OUTPUT=USAGE_UPGRADE.XPR, PREVIEW=NO, INPUT=INPUT.txt
```

Where: `INPUT.txt` contains the FILE,DOMAIN,CLASS,INSTANCE values of the settings that need to be exported.

Make sure the previous commands run to completion without error.

This will export the data. The export should be done without errors and should complete with Code 0.

The above commands will create the following two files in the `bin` directory.

- Usage_Upgrade.XPI
- Usage_Upgrade_XPR



If migrating from a Radia 4.x environment, before uninstalling your existing Configuration Server or Software Manager clients, make sure all of your existing Radia (or CM) Usage Manager clients are removed. Refer to [CM Environment: Agent Update Procedures](#) on page 22. If migrating from a CM 5.0 or above environment, the existing CM AUM Agents need not be uninstalled prior to upgrading them to v 7.20.

Task 2 Migrate to Configuration Server v 7.20

Upgrade the Configuration Server to Version 7.20 using the steps outlined in the Configuration Server Migration Guide.

Task 3 Import Usage Decks into Configuration Server Database V 7.20

- 1 Following the Configuration Server upgrade, copy the two files created from Task 1 (Usage_Upgrade.XPI and Usage_Upgrade_XPR) to the bin folder of the upgraded Configuration Server location:

```
[Install Directory]\ConfigurationServer\Bin
```

- 2 Stop the HPCA Configuration Server service.
- 3 Using a Command Prompt, go to the bin directory ([Install Directory]\Configuration Server\Bin). Execute the following command to import both files from Task 1.

Note: Before using this utility, read about the ZEDMAMS command, verbs, and keywords in the *EDM Access Method Services (EDMAMS)* chapter in the *Configuration Server User Guide*.

Sample Import Command:

```
ZEDMAMS VERB=IMPORT_INSTANCE,FILE=USAGE_UPGRADE.XPI,  
XPR=USAGE_UPGRADE.XPR,PREVIEW=NO,REPLACE=YES,CONTINUE=YES,  
DUPLICATES=MANAGE,COMMIT_CHANGES=YES
```

Review the ZEDMAMS.LOG file (located in the bin directory) to ensure that there were no errors, and that your export completed with RC 0 or RC 4.

- 4 Start the service for the HPCA Configuration Server.
- 5 Log in to the HPCA Administrator CSDB Editor to ensure that all data was imported successfully.

Upgrading the Application Usage Manager Agents

Non-CM or Environment: Agent Update Procedures

- 1 **To Upgrade from 2.x :** Uninstall the current Usage Manager Agent (Version 2.x supplied with Radia v 4.x) using the steps below:

- a Open a command prompt and navigate to the Radia v 4.x media where UMSetup.exe is present, or browse to the folder on your computer where UMSetup.exe was copied.

- b To uninstall, use the following command:

```
UMSetup.exe /x
```

For example:

```
UMAgentInstallationPath\setup\Bin> UMSetup.exe /x
```

The Agent is now uninstalled.

- c Restart the Computer.

To Upgrade from 5.0/5.1x : Version 5.0 and above of the agent supports a direct upgrade; the existing agent does NOT need to be uninstalled. Continue with Step 2.

- 2 Install the AUMAgent from the CAE 7.20 media.

The Usage collection paths for the AUM Agent changed as of V 5.10.

The new Usage collection path is:

C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager

The earlier (2.x) Usage collection path was:

C:\Program Files\Novadigm\Usage Manager

- To install the AUMAgent into the new usage collection path, continue with Step 3A.
- To install the AUMAgent into the old location and continue to use the earlier Usage collection path, continue with Step 3B, below.

3A: To install the AUMAgent into the new Usage Collection Path:

(C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager)

- a** Create the following folder on the target agent machine:

C:\Program Files\Hewlett-Packard\CM\

- b** Copy the Usage Manager folder from the existing location:

C:\Program Files\Novadigm\Usage Manager

To the new target location:

C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager

- c** Access the following folder on the CAE v 7.20 media:

\Usage Manager\Agent Install\Setup

- d** Double-click on AUMAgent.msi to run the installation of the AUM Agent.

When prompted to “**Select the installation configuration Options**”, make sure that the usage collection database path points to the path that you created at the beginning of this step.

3B. To install the AUMAgent into the old Usage Collection Path

(C:\Program Files\Novadigm\Usage Manager)

- a** Access the following folder on the CAE v 7.20 media:

\Usage Manager\Agent Install\Setup

- b** Double-click on AUMAgent.msi to run the installation of the AUM Agent.

- c** On the “Select the installation configuration Options” Screen, change the usage collection database path. Click **Browse** and choose the following path:

C:\Program Files\Novadigm\Usage Manager

- d** Click **Next** and continue to finish installation of AUM Agent (7.20).

CM Environment: Agent Update Procedures

To Upgrade from 4.x: Start with Step 1 to first uninstall the Radia Usage Manger client.

To Upgrade from 5.0 /5.1x: Version 5.0 and above of the agent supports a direct upgrade; the existing agent does NOT need to be uninstalled. Start with Step 3.

- 1 To Upgrade from Radia 4.x: Use the Application Self-Service Manager (previously named Radia Software Manager) to uninstall the Radia Usage Manager client.
- 2 Restart the client computer.



Perform the following steps after migrating the Configuration Server and Agents to V7.20.
Note: The Agents for 7.20 are renamed Client Automation Agents.

3 Install AUMAgent (V7.20):

The customer has two options to choose from.

- a To install the AUM Agent into the new Usage Collection Database Path (C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager), continue with Step 3A.
- b To continue using the old Usage Collection Database Path (C:\Program Files\Novadigm\Usage Manager), continue with Step 3B.

3A. To install the AUMAgent into the New Path
(C:\Program Files\Hewlett-Packard\CM\Usage Manager)

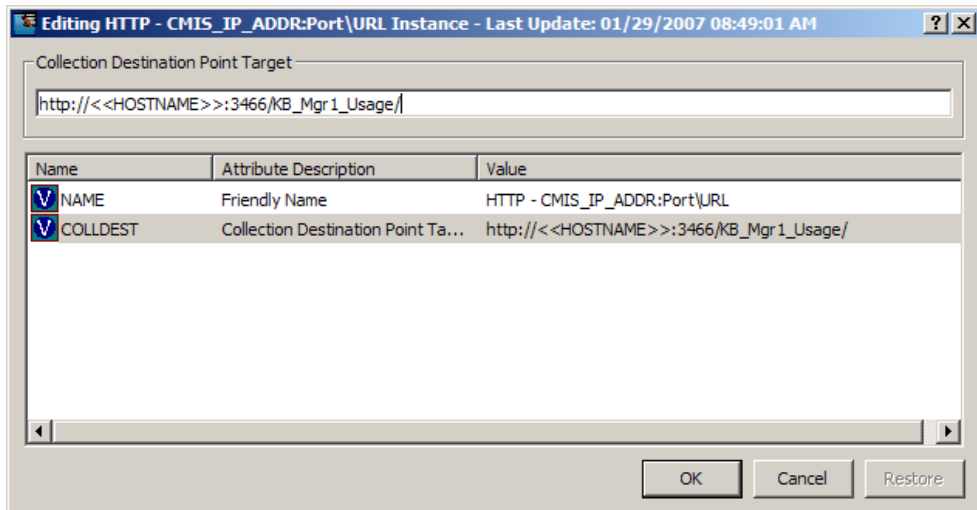
- a Create the following folders in client computers in the following path.
C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager
- b Copy all the files existing under C:\Program Files\Novadigm\Usage Manager to the above folder.
- c Using the Admin CSDB Editor, go to Configuration entire enterprise.
- d Edit the attribute description and change the <LOCALPATH> to this value:
[Program FilesFolder]Hewlett-Packard\CM\AUM Agent\Usage Manager
- e Using Application Self Service Manager, install the new AUMAgent (V7.20).

3B. To install the AUM in the Old Path
(C:\Program Files\Novadigm\Usage Manager)

- a Using the Admin CSDB Editor, navigate to Configuration entire enterprise.
- b Edit the attribute description and change the <LOCALPATH> to this value:
[Program FilesFolder]Novadigm\Usage Manager
- c Using Application Self-Service Manager, install the AUM Agent (V7.20).

Reconfiguring the Target Collection Destination on an Integration Server

Verify the IP address and port number that is specified as the collection destination for your AUM Agent accurately points to an Integration Server or Portal in your HP CAE environment.




As of release 5.0, the Portal is installed into a product-specific Server location (with a default port number of 3471).

Refer to the individual product guides for more information.

Upgrading the CM Knowledge Base Manager

The KB Manager is now called the **CM Knowledge Base Server (KB Server)**.

- 1 If you are migrating from 2.x to 7.20, first uninstall Knowledge Base Manager using Add or Remove Programs under Control Panel. Restart the computer.
 - 2 Double-click on `\extended_infrastructure\knowledge_base_server\Knowledge_Base_Server.msi` in your HPCAE 7.20 media and run the installation.
 - For an upgrade from 5.0/5.1x, the KB server supports a direct upgrade; the existing KB Server does NOT need to be uninstalled.
 - For a migration from 2.x, follow the prompts to install the CM Knowledge Base Server.
-  The CM KB Server will be installed into a folder named `\Knowledge Base Server` under the selected installation directory. For example, if you accept the default installation directory of:
`C:\Program Files\Hewlett-Packard\CM`
 the CM KB Server will be installed into this location:
`C:\Program Files\Hewlett-Packard\CM\Knowledge Base Server`
- 3 From Control Panel, launch the **CM KB Server Configuration**.
 - 4 Click **Edit**, then click **Save Configuration**.
 - 5 Restart the **HP OpenView CM KB Server Service**. (This sets the value of 'Registry Base Login' to '1' in the Registry).

Refer to the *CM Knowledge Base Server (v7.20) Guide* for additional information.

Upgrading the Rule Editor to the CM Application Usage Manager Admin

The Rule Editor is called the **CM Application Usage Manager Administrator**.

- 1 If you are migrating from 2.x to 7.20, first uninstall the Rule Editor by using Add or Remove Programs under Control Panel.
- 2 Restart the computer.
- 3 Double-click on \Usage Manager\Usage Manager Administrator\UsageManagerAdministrator.msi in your CAE v7.20 media.
 - For an upgrade from 5.0 or 5.1x, the Usage Manager Administrator supports a direct upgrade, the existing Usage Manager Administrator does NOT need to be uninstalled.
 - Follow the prompts to install the Application Usage Manager Administrator.
- 4 Refer to the *CM Application Usage Manager V 7.20 User Guide* for information on how to use this tool.

