

HP OpenView Service Navigator Value Pack

Getting Started with Service Configuration Upgrade Guide 8.0 to 9.0

Software Version: 9.0

for HP-UX, Microsoft Windows, and Sun Solaris Operating Systems



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Support

You can visit the HP OpenView support web site at:

<http://www.hp.com/managementsoftware/support>

This web site provides contact information and details about the products, services, and support that HP OpenView offers.

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit enhancement requests online
- Download software patches
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- Review information about available services
- Enter discussions with other software customers
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Most of the support areas require that you register as an HP Passport user and log in. Many also require a support contract.

To find more information about access levels, go to:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to:

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1 Upgrading Service Configuration

What's New

You are upgrading the Service Configuration software from Service Navigator Value Pack version 8.0 to 9.0. The 9.0 version of the software includes the following new features and enhancements:

NOTE

See “Upgrade Restrictions” on page 13 for more information about the limitations of the upgrade.

❑ **Web Console integration type** (Service Desk integration only)

The new Web Console integration type lets you launch Service Desk Web Console from within the Service Navigator. You can perform this by starting the Open Service Desk Web Console action from the shortcut menu of the selected Service Desk object in Service Navigator. This action opens a Web Console Form, which displays the properties of a selected Service Desk object and offers a possibility to start a number of actions previously defined in Service Desk.

Refer to the *Integrating Service Desk with Service Configuration* guide for details.

❑ **Single step installation**

The Service Configuration installation procedure is now much simplified by introducing a single step installation using an HP OpenView Installer. You can also install or uninstall any of the single SNVP components using this installation wizard. For installation and uninstallation instructions, refer to the *Service Configuration for Service Navigator Installation Guide*.

❑ **Command line tools**

Two new command line tools are introduced: `cadm_DumpConfiguration` (SNVP 8.0 *only*) and `cadm_LoadConfiguration`. The following command line tools changed their names: `cadmactivate` to `OvSnvpActivate`, `cadmexport` to `OvSnvpExport`, `cadmstart` to `OvSnvpStart` and `cadmunlock` to `OvSnvpUnlock`.

❑ **Upgrading Service Configuration from version 8.0 to 9.0**

Service Configuration upgrade process from version 8.0 to 9.0 is documented in this guide.the *Service Configuration Upgrade Guide*.

❑ **Inventory for the OVO management server**

When selecting an OVO management server, service hierarchies that were last deployed to that management server are selected by default.

❑ **Copy and paste within the service hierarchy**

Now it is possible to copy objects (parent object as well as child objects) within the same service hierarchy in tree and map views. The copied object is pasted under another object as a child.

❑ **Ability to zoom a map view of services**

You can instantly magnify or reduce your map view of services using the 'zoom' drop-down list from the toolbar. You can do this by choosing a value from a predefined set of proportional zoom ratios expressed in percentages, or by selecting a Fit option, which makes the whole expanded map visible in the result pane.

❑ **User profile to store user relevant data**

The `user_settings.xml` file is no longer used. Instead, a new user profile is introduced, the `CADMUserProfile.conf`. In the `CADMUserProfile.conf` file are stored the details about the last loaded hierarchy, main window size and position, 'don't show' message preferences and a list of recently used icon and background URLs. This file contains settings specified in the Service Configuration console.

Login dialog options are stored in the `OvObsClient.conf` file.

❑ **URL support for service icons and backgrounds**

In addition to the file names for graphic files for icons and backgrounds, Service Configuration now supports also URLs to graphics. You can specify an URL in the text field provided and add it using the **Add URL** button in the list with available graphics.

❑ **Icon and background enhancements**

All Service Configuration graphic files now reside in the `<install_dir>\www\images\snvp\` directory on the Service Configuration client system, where `<install_dir>` is an SNVP installation directory (`\Program Files\HP OpenView\` by default).

❑ **Support for some command line tools on OVO management server and the application server**

Some command line tools are now supported on the OVO management server and the application server as well. These tools are `cadm_ApplyHierarchyRules.bat`, `cadm_chpwd.bat`, `cadm_Deploy.bat`, `cadm_DumpHierarchy.bat` and `cadm_LoadHierarchy.bat`.

❑ **New logging and tracing**

The 9.0 version of the SNVP brings new logging and tracing. Refer to the *Service Configuration for Service Navigator Reference Guide* for more information.

❑ **Service Desk 5.0 Integration Support**

Service Configuration (SNVP) version 9.0 is built to be used with Service Desk version 5. For more information about the Service Desk patch level refer to the SNVP README file.

See “Upgrade Restrictions” on page 13 for more information about the limitations of the upgrade.

Upgrade Restrictions

Before starting the upgrade, make yourself familiar with the following limitations:

❑ **Rollback**

After you have upgraded, you cannot reinstall the previous version of Service Configuration unless you have a backup of the database.

❑ **Language customizations**

If you have used the Service Desk administrator console to localize the Service Configuration software into another language, your translations will be lost after the upgrade.

See “Upgrade Overview” on page 14 to get an overview over the high-level steps required to upgrade from version 8.0 to 9.0.

Upgrade Overview

To upgrade Service Configuration from version 8.0 to version 9.0, complete the following high-level steps in the presented order:

1. Before Upgrading Service Configuration

- a. Check the prerequisites of the 9.0 software version of the for new hardware and software requirements.
- b. Back up the database.

See “Before Upgrading Service Configuration” on page 16 for more information.

2. Exporting Database Configuration

See “Exporting Database Configuration” on page 17 for more information.

3. Upgrading the OVO Management Server

See “Upgrading the OVO Management Server” on page 19 for more information.

4. Upgrading the Application Server

- a. Prepare the application server for the upgrade.
- b. Uninstall the application server.
- c. Reinstall the application server, install the Service Desk service pack and the 9.0 Service Configuration modules.

See “Upgrading the Application Server” on page 22 for more information.

5. Importing the Database Configuration

See “Importing the Database Configuration” on page 27 for more information.

6. Configuring the Application Server

See “Configuring the Application Server” on page 29 for more information about ensuring the upgraded application server can connect to the upgraded database.

7. Upgrading the Service Configuration Client

- a. Uninstall the client and delete the cache.
- b. Install the 9.0 Service Configuration client.

See “Upgrading the Service Configuration Client” on page 30 for more information.

8. Post-upgrade Steps

- a. Configure the Service Configuration connector.
- b. Activate Service Configuration.

See “Post-upgrade Steps” on page 32 for more information.

9. Upgrading Service Configuration on Service Desk

See “Upgrading Service Configuration on Service Desk” on page 38 for more information.

Before Upgrading Service Configuration

Before you upgrade from version 8.0 to 9.0, perform the following steps:

- 1. Check the prerequisites.**

Check the prerequisites of the 9.0 version of the software for new hardware and software requirements.

For information about hardware and software requirements, download the latest version of the *Supported Platforms* document at http://ovweb.external.hp.com/lpe/doc_serv/ by selecting the product **operations for UNIX**, version 8.

If the hardware or operating system requirements have changed, upgrade the computers in your environment as required.

- 2. Back up the database.**

Make a backup of the database using whatever third-party application you normally use. After upgrading you cannot reinstall the previous version of Service Configuration unless you have a backup of the database.

- 3. Continue with “Exporting Database Configuration” on page 17.**

Exporting Database Configuration

To export the SNVP 8 database configuration, perform the procedure described below:

1. Install Service Configuration patch `snvp_00023` for version 8 on all systems running Service Configuration:

- application server
- client
- Service Configuration connector

This patch installs the scripts necessary to export the database.

2. Change to the following directory:

```
C:\Program Files\HP OpenView\service configuration  
client\bin
```

3. Use the `cadm_DumpConfiguration` command to export the Service Configuration database configuration:

```
cadm_DumpConfiguration.bat [-op] [-no] [-sn]  
exportDirectory clientSettings
```

where:

-op: exports operators of OVO management servers

-no: exports nodes of OVO management servers

-sn: exports service names of OVO management servers

exportDirectory: the directory where configuration files should be placed

clientSettings: full path and filename of the `user_settings.xml` file, which should be used to connect to the application server

For example:

```
cadm_DumpConfiguration -op -no -sn c:\conf "C:\Program  
Files\Hewlett-Packard\OpenView\service configuration  
client\user_settings.xml"
```

NOTE

The services, rules and actions inside a hierarchy can contain references to nodes and operators in the SNVP 8 environment. Such hierarchies cannot be correctly imported in the SNVP 9 environment, unless the same nodes and operators are present. To ensure their presence, include them in the import using `-op` and `-no` options.

4. Verify that the export directory you specified contains several files with numeric filenames, which contain information on hierarchies and are named according to hierarchy ID (for example, 281478301220865), as well as the following XML files:
 - `OVOserver.xml`
 - `rules.xml`
 - `settings.xml`
5. Continue with “Upgrading the OVO Management Server” on page 19.

Upgrading the OVO Management Server

Upgrading the OVO management server includes the following tasks:

❑ **Upgrade the OVO software to version 8**

Service Configuration version 9.0 runs with OVO 8. If you want to take advantage of the new features of OVO 9.0, upgrade to this version of the software following the instructions provided in the OVO documentation.

❑ **Upgrade the Service Configuration connector**

This step is required for upgrading Service Configuration version 8.0 to version 9.0. It involves upgrading the Service Configuration connector on the OVO management server to Service Configuration version 9.0.

See “Updating the Service Configuration Connector” on page 20.

Updating the Service Configuration Connector

Updating the Service Configuration connector includes uninstalling the 8 version of the connector and installing the 9.0 version.

Uninstalling the Service Configuration Connector 8.0

1. Save the connection details used for accessing the OVO management server (username, password, server name).

You can find this information in
`opt/OV/sd/common/user_settings.xml`, or
`utility/opt/OV/sd/common/bin/sd_useraccounts`.

2. Stop the seadapter process:

```
ovstop seadapter
```

3. Deactivate the 8 Service Configuration connector:

```
OvSnpvActivate -d
```

4. Uninstall the software:

- ❑ on HP-UX

```
swremove cadm_common-8.0.depot
```

- ❑ on Sun Solaris

```
pkgrm cadm_common-8.0.pkg
```

5. Delete all remaining files:

```
rm -rf /opt/OV/sd/common/
```

Installing the Service Configuration Connector 9.0

NOTE

On HP-UX and Solaris platforms the Service Configuration connector can be installed automatically during the application server installation, so you can skip this section.

If you are installing the Service Configuration application server on the Windows platform, you need to install the Service Configuration connector manually on the OVO Management Server before proceeding with the application server installation.

1. Mount the CD-ROM.
2. Start the wizard to install the 9.0 version of the Service Configuration connector.

In the Feature Selection page of the wizard, select *Service Navigator connector*.

3. Follow the wizard to install the Service Configuration connector.

When the installation finishes, the wizard informs you whether the installation succeeded and offers you to view the details about the potential errors. For more detailed description of the installation procedure, refer to *HP OpenView Operations Installation Guide for the Management Server*.

4. Continue with upgrading the application server.

Upgrading the application server is described in “Upgrading the Application Server” on page 22.

After you have upgraded the application server, import the database configuration into the upgraded version as described in “Importing the Database Configuration” on page 27, and configure the updated connector as described in “Post-upgrade Steps” on page 32.

Upgrading the Application Server

This section describes how to upgrade the application server software from version 8 to version 9.0 on the Windows, HP-UX, and Sun Solaris platforms:

❑ **Windows**

See “Upgrading the Application Server on Windows” on page 23.

❑ **UNIX**

See “Upgrading the Application Server on UNIX” on page 25.

Upgrading the Application Server on Windows

Upgrading the application server on Windows includes the following tasks:

1. **Uninstall the application server.**

See “Uninstalling the Application Server on Windows” on page 23.

2. **Reinstall the application server.**

See “Reinstalling the Application Server on Windows” on page 24.

Uninstalling the Application Server on Windows

Use the following procedure to uninstall the application server on Windows:

1. **Stop the application server.**

To stop the server from the command line, use `stopserver.bat` in the `server\bin` folder.

2. **Uninstall the application server.**

- a. Use the **Add/Remove Programs** functionality of the Windows Control Panel to remove the application server. The application server software is registered under the name `hp OpenView service desk 4.5 application server`.

- b. Remove all remaining files by removing the following directory:

`C:\Program Files\HP OpenView\service desk 4.5\server`

3. **Continue with reinstalling the application server.**

See “Reinstalling the Application Server on Windows” on page 24.

Reinstalling the Application Server on Windows

Use the procedure described below to reinstall the application server, to update it with the Service Desk service pack, and to reinstall the Service Configuration modules.

NOTE

In the 9.0 version of the Service Configuration software the database model is changed. When installing the database, it is important to use a different database user.

1. To start the installation, insert the HP OpenView Service Configuration for Service Navigator CD-ROM into your CD-ROM drive.
2. Start the HP OpenView Installer wizard with the following command:

```
\Installer\sncvp\setup.exe
```

The HP OpenView Installer start screen appears. Click **Next** to continue.

3. In the Feature Selection page of the wizard, select server installation.
4. Follow the wizard to install the server components.

IMPORTANT

When specifying database connection details, make sure you select **Create New Database User** option. Service Configuration server will use this new account to access the database.

When the installation finishes, the wizard informs you whether the installation succeeded and offers you to view the details about the potential errors. For more detailed description of the installation procedure, refer to *HP OpenView Operations Installation Guide for the Management Server*.

Upgrading the Application Server on UNIX

Upgrading the application server on HP-UX and Sun Solaris includes the following tasks:

1. **Uninstall the application server.**

See “Uninstalling the Application Server on UNIX” on page 25.

2. **Reinstall the application server.**

See “Reinstalling the Application Server on UNIX” on page 26.

Uninstalling the Application Server on UNIX

Use the following procedure to uninstall the application server on HP-UX and Sun Solaris platforms:

1. Stop the application server:

```
/sbin/init.d/hpovsdserver stop
```

2. Uninstall the application server:

- ❑ on HP-UX

- a. `swremove cadm_server-8.0.depot`

- b. `swremove sdserver-4.5.depot`

- ❑ on Sun Solaris

- a. `pkgrm cadm_server-8.0.pkg`

- b. `pkgrm sdserver-4.5.pkg`

3. Remove all remaining files by removing the following directory:

```
rm -rf /opt/OV/sd/server
```

4. Continue with reinstalling the application server.

See “Reinstalling the Application Server on UNIX” on page 26.

Reinstalling the Application Server on UNIX

Use the following procedure to reinstall the application server, to update it with the Service Desk service pack, and to install the 9.0 Service Configuration modules on HP-UX and Sun Solaris platforms:

1. To start the installation, insert the HP OpenView Service Configuration for Service Navigator CD-ROM into your CD-ROM drive.
2. Start the HP OpenView Installer wizard with the following command:

```
/Installer/snvp/setup.bin
```

The HP OpenView Installer start screen appears. Click **Next** to continue.

3. In the Feature Selection page of the wizard, select server installation.

IMPORTANT

To install also the Service Configuration connector, select custom installation. This enables you to add the Service Configuration connector component for installation.

You can install the Service Configuration connector separately by selecting this component in the Feature Selection page of the wizard, but this must be done before you install the application server.

4. Follow the wizard to complete the server installation.

IMPORTANT

When specifying database connection details, make sure you select the **Create New Database User** option. The Service Configuration server will use this new account to access the database.

When the installation finishes, the wizard informs you whether the installation succeeded and offers you to view the details about the potential errors. For more detailed description of the installation procedure, refer to *HP OpenView Operations Installation Guide for the Management Server*.

Importing the Database Configuration

To complete the upgrade, import the 8 SNVP database configuration into the upgraded version.

1. Change to the following directory:

- On Windows:
C:\Program Files\HP OpenView\bin
- On UNIX:
/opt/OV/bin/

2. On the SNVP 9.0 system use the `cadm_LoadConfiguration` command (`cadm_LoadConfiguration.bat` on Windows or `cadm_LoadConfiguration` on UNIX):

```
cadm_LoadConfiguration [-h] [-a] [-r <rules.xml>] \  
[-s <settings.xml>] importFileName
```

where:

-h: automatically loads hierarchies included in the export
-a: adds objects to existing hierarchies (if they exist)
-r: imports rules from the specified rules XML file
-s: imports settings from the specified settings XML file
<rules.xml>, <settings.xml>: full path and filename of the files containing rules and settings
importFileName: full path and filename of the file with information on the SNVP 8 configuration (`OVOServers.xml`)

For example:

```
cadm_LoadConfiguration -h -r c:\conf\rules.xml  
-s c:\conf\settings.xml c:\conf\OVOServer.xml
```

When loading hierarchy contents, you must also import the associated rules, or the import will fail. Hierarchies are stored in files named after hierarchy ID (for example, 281478295847246, 281478296568130) and the references to these files are stored in `OVOServers.xml`.

Furthermore, the child object rules and parent-and-child object rules may contain references to, for example, associations or attributes, which are part of the Service Desk 4.5 data model but are either not present or changed in Service Desk 5 data model.

When importing rules with invalid associations, the LoadConfiguration imports them and displays a warning message in command-line. The same message is also added to the original rule description in GUI.

The following is an example of importing the database configuration, completed with warnings:

```
C:\Program Files\HP OpenView\bin>cadm_LoadConfiguration -h
-r c:\Conf\rules.xml -s c:\conf\settings.xml
c:\conf\OVOServer.xml java version "1.4.2_08"

Java(TM) 2 Runtime Environment, Standard Edition (build
1.4.2_08-b03)

Java HotSpot(TM) Client VM (build 1.4.2_08-b03, mixed mode)

Importing of rule 1PCRule partially successful. The
association was not found. Original association:
ManagerOfOrganization,-

Importing of rule 2PCRule partially successful. The
association was not found. Original association:
OrganizationManager,-,Members,-,Member,-

Importing Hierarchy with Id: 281478294929742
Importing Hierarchy with Id: 281478295191816
Importing Hierarchy with Id: 281478296502590
Importing Hierarchy with Id: 281478296502690
Importing Hierarchy with Id: 281478296502713
Press any key to continue ...
```

3. After importing the database configuration, on the client system verify that Hierarchies, Propagation and Calculation rules, Parent-and-Child and Child Object rules, Nodes and Actions have been migrated into the upgraded version.

In case the import finished with warnings, you need to manually fix the object rule errors.

Configuring the Application Server

After having upgraded the database and the Service Configuration modules, the application server does not require any additional configuration tasks. However, you can modify the configuration of the application server. For detailed instructions, refer to *Service Configuration for Service Navigator Installation Guide*.

Upgrading the Service Configuration Client

To upgrade the Service Configuration Client perform the following steps:

1. Save the connection details.

The connection details are used for accessing the OVO management server (username, password, server name).

You can find this information in
`opt/OV/sd/common/user_settings.xml`, or
`utility/opt/OV/sd/common/bin/sd_useraccounts`.

2. Uninstall the client.

- a. Use the **Add/Remove Programs** functionality of the Windows Control Panel to remove the client. The client software is registered under the name
hp OpenView Service Configuration Client.

- b. Remove all remaining files by removing the following directory:

```
C:\Program Files\Hewlett-Packard\OpenView\ /  
service configuration client\
```

3. Install the 9.0 version of the Service Configuration client software.

- a. Insert the HP OpenView Service Configuration for Service Navigator CD-ROM into your CD-ROM drive and start the HP OpenView Installer wizard with the following command:

```
\Installer\snvp\setup.exe
```

The HP OpenView Installer start screen appears. Click **Next** to continue.

- b. In the Feature Selection page of the wizard, select client installation.

- c. Follow the wizard to install the client component.

When the installation finishes, the wizard informs you whether the installation succeeded and offers you to view the details about the potential errors. For more detailed description of the installation procedure, refer to *HP OpenView Operations Installation Guide for the Management Server*.

4. Continue with the post-upgrade steps described in “Post-upgrade Steps” on page 32.

Post-upgrade Steps

Perform the following post-upgrade steps to complete the upgrade procedure:

- 1. Configure the Service Configuration connector.**

Configure the Service Configuration connector for OVO as described in “Configuring the Service Configuration Connector” on page 33.

- 2. Activate Service Configuration.**

Activate Service Configuration as described in “Activating Service Configuration on the OVO Management Server” on page 36.

Configuring the Service Configuration Connector

NOTE

To successfully configure the connector, an application server must be installed, configured, and running.

1. Check that the correct version of JRE is used by the connector:

```
java -version
```

If the output indicates that a version other than 1.4.2 is being used, include the path to the correct JRE version in your `PATH` variable.

2. On the OVO management server, open the Accounts dialog box:

```
/opt/OV/bin/OvObsClientSettingsEditor
```

The Accounts dialog box opens and displays the General tab.

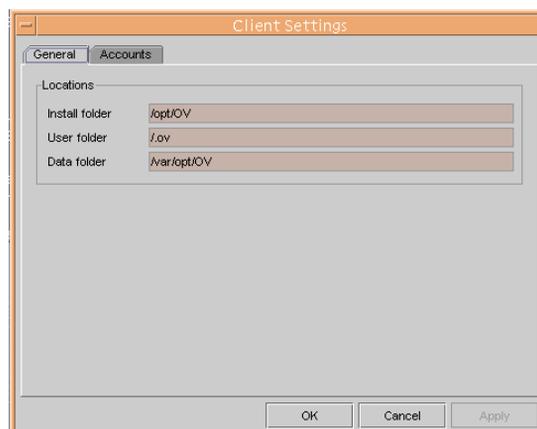
3. On the **General** tab, accept all default settings.

The **Install folder** is the product folder where the fixed settings for Service Configuration are stored.

The **User folder** contains Service Configuration connector's configuration files.

The **Data folder** is the folder containing Service Configuration's variable data, for example, user settings, cache, and so on.

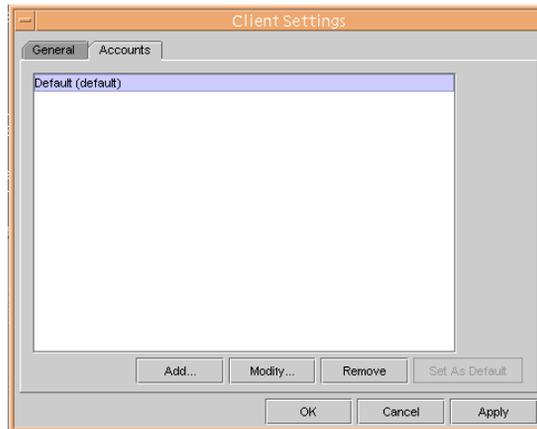
Figure 1-1 Accounts Dialog Box - General Tab



4. Click the **Accounts** tab. The Accounts tab lists the account of the “Service Editor OVO Account” as the default account for the connector.

This account does not have sufficient rights to successfully connect OVO with the application server. Click **Add...** to create another, more powerful account.

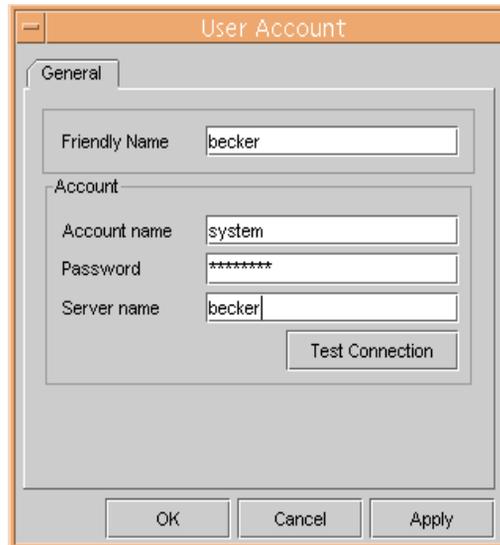
Figure 1-2 Accounts Dialog Box - Accounts Tab



5. The Account Properties dialog box opens. Set up a new account with the following information:
 - a. In the **Friendly Name** field, type the name of the account. This is the name that is shown in the Accounts dialog box.
 - b. In the **Account name** field, type **system**.
 - c. In the **Password** field, type **openview**.
 - d. In the **Server name** field, type the name of the Service Desk application server. If the application server is located on the same system as the OVO management server, type `localhost`.
 - e. Click **Apply** to register the data.
 - f. Click **Test Connection** to ensure the account can connect to the server. The message `Connection successful.` indicates that the connector can connect successfully to the application server.

- g. Click **OK** to close the Account Properties dialog box and return to the Accounts dialog box.

Figure 1-3 Accounts Dialog Box - Properties



6. The Accounts tab now lists the account you have configured in the step 5. Select the system account and click **Set As Default**. This ensures that only this account is used for all connections between OVO and the application server.
Click **OK** to save your changes and close the Accounts dialog box.
7. Continue with "Activating Service Configuration on the OVO Management Server" on page 36.

Activating Service Configuration on the OVO Management Server

Activating Service Configuration involves diverting any input to the Service Navigator service engine and redirecting it to the Service Configuration server.

Activate Service Configuration using the command line tool `OvSnpvActivate`. This tool must be called with root privileges on the OVO management server. It writes information to standard output and to the log file `/var/opt/OV/log/OvSnpvActivate.txt`. For more information about the tool, access the *OvSnpvActivate(1m)* man page on the OVO management server.

As user root, enter the following at the command prompt:

```
/opt/OV/bin/OvSnpvActivate
```

`OvSnpvActivate` checks the following prerequisites:

❑ Application server

`OvSnpvActivate` checks which application server and user is used by the Service Configuration connector for OVO by reading properties stored in the OVO resource group `server` and the namespace `opc`. It then verifies that the application server is running and that the user can connect to it.

❑ OVO management server

`OvSnpvActivate` checks that the OVO management server has been set up in Service Configuration and that a service hierarchy exists where this server functions as discovery server.

When all prerequisites are met, `OvSnpvActivate` stops the OVO management server processes and updates the OVO configuration file with settings for default service names in messages and for a socket used by the deployment processes. It then updates the local OpenView registry (LRF) to include the `seadapter` process in the `ovstart`, `ovstop`, and `ovstatus` sequence, and then starts the OVO management server processes. Finally, `OvSnpvActivate` configures an `inetd` service. This service listens for configuration data being deployed from Service Configuration.

Verify that Service Configuration has been activated successfully on the OVO management server by entering the following at the command prompt:

```
/opt/OV/bin/ovstatus seadapter
```

The output should include an entry for the `seadapter` process. If the process is running, Service Configuration has been activated successfully on the OVO management server.

In case the `seadapter` process has not been successfully started, start it using the following command:

```
ovstart seadapter
```

Upgrading Service Configuration on Service Desk

Service Configuration version 9.0 runs with Service Desk 5 and Service Pages 5. In order to use the 9.0 Service Configuration, you should first upgrade Service Desk and Service Pages to version 5 (if necessary). For instructions on how to upgrade, refer to the Service Desk documentation.

After you have upgraded the Service Desk, you can also upgrade the Service Configuration. Follow the procedures described in this guide, or refer to *HP OpenView Operations Installation Guide for the Management Server* for more details.

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