

HP Business Service Management

For the Windows and Linux Operating Systems

Software Version: 9.21

BSM Patch Installation Guide

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Acknowledgements

This product includes software developed by the Apache Software Foundation (www.apache.org).

This product includes software developed by the JDOM Project (www.jdom.org).

This product includes software developed by the MX4J project (mx4j.sourceforge.net).

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
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Installing the Latest BSM 9.2x Minor Minor Release and Patch

This procedure describes how to install the latest minor minor version of BSM 9.2x and patch (if available) over a running BSM 9.20 environment.

1. Prerequisites

- It is recommended that you back up all BSM databases and files you made custom changes to.
- Make sure that BSM has been fully stopped on all machines and that there are no open connections (for example, from Windows Explorer) from any machines to the BSM root directory or any of its subdirectories.

2. Download and install the latest minor minor version from the SSO site

- a. Go to the SSO site:
<http://support.openview.hp.com/selfsolve/patches>
- b. Select **Application Performance Management (BAC)** and select the most recent minor minor 9.2x version.
- c. Click **Search** to locate the installation files.
- d. Save the package locally and launch the relevant setup file to install the patch.
- e. Run the installation files on all BSM servers (Gateway and Data Processing).
- f. Run the post-installation wizard. This wizard follows the patch installation automatically.
- g. Repeat this procedure for the latest intermediate patch (if available).

3. Re-apply manual changes

If you have made changes in the HP BSM root directory to files that are updated during patch installation, for example, while performing hardening procedures on your system, you must reapply those changes after patch installation on all relevant BSM machines.

4. Enable BSM

Enable BSM on all servers.

5. Repeat Hardening Procedures (optional)

If your original environment was secured with SSL you need to repeat the following hardening procedures:

- a. If you had previously made changes to **<HP BSM root directory>\EJBContainer\server\mercury\deploy\jboss-web.deployer\server.xml** while performing hardening procedures on your system, repeat the “Securing JBOSS” procedure in the Hardening Guide after the patch installation on all relevant BSM machines.
- b. If you had previously configured SSL on an IIS 7.x web server used by BSM, you need to verify HTTPS port binding in IIS is set to the correct port (443).
- c. If you had previously configured SSL on the Apache web server used by BSM, you may

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need to reapply the changes to httpd.conf and httpd-ssl.conf files as follows:

- In **<HP BSM root directory>\WebServer\conf\httpd.conf**, uncomment the following two lines:

LoadModule ssl_module modules/mod_ssl.so

Include conf/extra/httpd-ssl.conf

- In **<HP BSM root directory>\WebServer\conf\extra\httpd-ssl.conf**, specify paths to **SSLCertificateFile** and **SSLCertificateKeyFile**
- Restart the HP BSM Apache web service