HP Service Health Reporter

for the Windows® operating system

Software Version: 9.20

Upgrade Guide

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Contents

1   Terminology

The following are terms used with respect to SHR Upgrade:

Term	Definition
Migration package	It is the upgrade package (SHR91_92_Upgrade_Binaries.zip) corresponding to each content pack, bundled as part of SHR 9.20. This package is available under *'extracted 9.2 bits location/Packages* folder.
Migration Property File (migration.prp)	File used as an input to the upgrade tool. This file is generated when '*upgradewrapper listcp*' command is run through command line. Migration Property file has the list of content packs installed on SHR 9.10 and SHR 9.20 box depending on which system it is run. This is available under *%PMDB_HOME%/config* folder. To view a sample 'Migration Property File', see *Appendix B – Sample 'Migration.prp' File*.
Root Drive	The drive user specified in migration.prp file for the key *Shr_data_migration.Drivepath*. For example, *C:*\. This can be a mapped drive too.
Exporting Data	Exporting the SHR 9.10 data to the folder '*shr_data_migration*' using the SHR upgrade utility. This will be under the root drive path provided in 'Migration Property File'.
Importing Data	Importing the SHR 9.10 data onto SHR 9.20 system from folder '*shr_data_migration*' using the SHR upgrade utility. This will be under the root drive path provided in 'Migration Property File'.
'upgradewrapper' utility	This tool is available as part SHR91_92_Upgrade_Binaries.zip used to export data from SHR 9.10 and import data into SHR 9.20. This can be launched through the command line. '*upgradewrapper*' command takes the following arguments: 1. *listcp* (to generate Migration Property file on SHR 9.10 and SHR 9.20). 2. *export* (to export SHR 9.10 data). 3. *import* (to import into SHR 9.20 system).
Metadata Export/Import	Some of the metadata tables (dict_schedule, dict_pa_ds, dict_db_ds, dict_cmdb_ds, dict_sn_ds, dict_csv_ds, dsi_retention_profile,

	dict_pa_host_to_view) in SHR 9.10 are exported to CSVs and then imported to respective dictionary tables in SHR 9.20.
BIAR Export/Import	All the BO artifacts from SHR9.10 system are bundled into a BIAR using the **BIAR upgrade** tool. This is to be launched by running *%PMDB_HOME%/bin/bair_export.bat* on SHR 9.10.The BO artifacts are to be imported on SHR 9.20 system by running *%PMDB_HOME%/bin/biar_import.bat.*
Exportdonelist.txt	This file has the list of all content packs for which the export has been completed successfully. This file will be under SHR 9.10 *%PMDB_HOME%/packages/upgrade_packages/*
Importdonelist.txt	This file has the list of all content packs for which the import has been completed successfully. This file will be under SHR 9.20 *%PMDB_HOME%/packages/upgrade_packages/*
Upgrade Precheck	The Upgrade Precheck re-processes the files in *'%PMDB_HOME%/failed_to_transformed'* and *'%PMDB_HOME%/failed_to_load' folders'.*

2 Introduction

SHR 9.20 supports migration of data from SHR 9.10 system to SHR 9.20 for the supported out of box content packs. This document explains the procedure to run the data migration. For the list of supported content packs, see *Appendix A*. For information on SHR 9.20 hardware requirements, see *HP Service Health Reporter Installation and Configuration Guide*.

SHR 9.20 provides two ways of upgrading:

- *Side-by-side upgrade*
- *Same-system upgrade*

Side-by-side Upgrade

In a side-by-side upgrade, SHR 9.20 is installed on a different server, other than the one on which SHR 9.10 is already installed. As a part of the upgrade, the data from the SHR 9.10 system is migrated to the SHR 9.20 system. After successful upgrade and verification, you can switch to the SHR 9.20 server and stop using the SHR 9.10 server. For more information, see *Upgrading Side-by-side*.

Same-system Upgrade

A Same-system upgrade involves exporting the data from the SHR 9.10 database, uninstalling SHR 9.10, installing SHR 9.20, and then importing the data. This requires an externally mapped drive or additional disk space to export the data from SHR 9.10. No additional system is required for SHR 9.20 installation. For more information, see *Upgrading on Same System*.

3   Upgrading Side-by-side

In a side-by-side upgrade you need two systems, one where SHR 9.10 is already installed and a new server where SHR 9.20 will be installed. For side-by-side upgrade, ensure that:

1. The latest system backup is available.
2. SHR 9.10 system is up and running.
3. Data is exported in the SHR 9.10 system. Use an external mapped drive or the same system to save the exported data.

   ▶ The size of the exported data will be larger than the size of the SHR database, so make sure sufficient space is available on the drive. Ensure this external mapped drive is specified as root drive in 'migration.prp' file in the SHR 9.10 system. Note that the process of data export is time consuming. For more information, see '*Exporting Data from SHR 9.10 System*'.

4. After export is completed, check the following upgrade log files (under %PMDB_HOME%\log folder)
   - **cpDataMigrate.log** : For data export log.
   - **upgradeExprotImport.log**: For log details of UpgradeWrapper.
   - **PostUpgradeCheck.log** : For validation tool (rowcount#).
   - **bOUpgrade.log**: For BOE users migration log.
   - **metaDataMigrate.log**: metadata dict_* tables migration.
   - **Export.log**: content pack wise export of data details.
   - **%PMDB_HOME%\packages\Upgrade_Packages\exportdoneList.txt**: For list of exported content packs.

Also, verify the exported data folder structure. Export creates '**shr_data_migration**' folder in the specified drive location with following contents:

- UpgradeSummary_ExportMode.html:

  Lists the summary files generated in Export mode on SHR 9.10 System.

- upgrade_pack:

  upgrade_pack folder contains subfolders with the name of the content packs exported. The zip files inside each of these folders hold the data exported from the corresponding content pack.

- Summary:

  Summary folder contains the following upgrade summary files:

  - prelog- Contains content pack and table wise record counts for SHR 9.10 exported **Fact & Dimension** tables.
  - postlog – Contains content pack and table wise record counts for SHR 9.20 imported **Fact & Dimension** tables.

- Precheck:

  Precheck folder contains summary of the re-processed files from **%PMDM_HOME%/stage/collection/failed_to_load**, **%PMDM_HOME%/stage/collection/failed_to_stage**, and

%PMDM_HOME%/stage/collection/failed_to_transform, and loading data from stage tables to data warehouse tables.

- MetaDataMigrate:

  MetaDataMigrate folder contains SHR 9.10 topology source configuration data details.

- BIAR:

  BIAR folder contains SAP BusinessObjects artifacts for SHR 9.10.

5. Install SHR 9.20 with the required content packs on the new server. For installing SHR 9.20, see *HP Service Health Reporter Installation and Configuration Guide*. **Ensure that no topology or collection is configured after SHR 9.20 installation**.

6. Import the SHR 9.10 data into SHR 9.20 from the mapped drive. Ensure this external mapped drive is specified as root drive in **migration.prp** file on the SHR 9.20 system. For more information, see *Importing Data into SHR 9.20 System*.

7. Validate the imported data in SHR 9.20 using the reports generated by **Upgrade Tool**. For more information, see *Validation of the Imported Data*.

8. Follow the steps from *Post Data Migration* before you start **HP_PMDB_Platform_Collection** and **HP_PMDB_Platform_Timer** services on the SHR 9.20 system.

4 Upgrading on Same System

Same-system upgrade requires an external mapped drive or additional disk space to export the data from SHR 9.10. No additional system is required for SHR 9.20 installation. For same-system upgrade:

1. Ensure that the latest system backup is available.
2. Ensure that the SHR 9.10 system is up and running.
3. Export data on the SHR 9.10 system. Use an external mapped drive or ensure sufficient disk space to save the exported data.

   The size of the exported data will be larger than the size of the SHR database, so make sure sufficient space is available on the drive. Ensure this external mapped drive is specified as root drive in **migration.prp** file in the SHR 9.10 system. Note that the process of data export is time consuming. For more information, see *Exporting Data from SHR 9.10 System*.

4. Take a backup of SHR 9.10 license key which can be restored after SHR 9.20 installation. To export License key, go to Start -> All Programs -> HP Software -> SH Reporter -> License Manager -> use '**Backup License File**' option.
5. Check the following upgrade log files (in %PMDB_HOME%\log folder)
   - **cpDataMigrate.log**: For data export log.
   - **upgradeExprotImport.log**: For log details of UpgradeWrapper.
   - **PostUpgradeCheck.log**: For validation tool (rowcount#).
   - **bOUpgrade.log**: For BOE users migration log.
   - **metaDataMigrate.log**: For metadata dict_* tables migration.
   - **Export.log**: To export data details content pack wise.
   - **%PMDB_HOME%\packages\Upgrade_Packages\exportdoneList.txt**: For list of exported content packs.

   Also, verify the exported data folder structure.

   Export creates "**shr_data_migration**" folder in the specified drive location with following contents:
   - UpgradeSummary_ExportMode.html:

     Lists the summary files generated in Export mode on SHR 9.10 System.

   - upgrade_pack:
     upgrade_pack folder contains subfolders with the name of the content packs exported. The zip files inside each of these folders hold the data exported from the corresponding content pack.
   - Summary:

     Summary folder contains the following upgrade summary files:
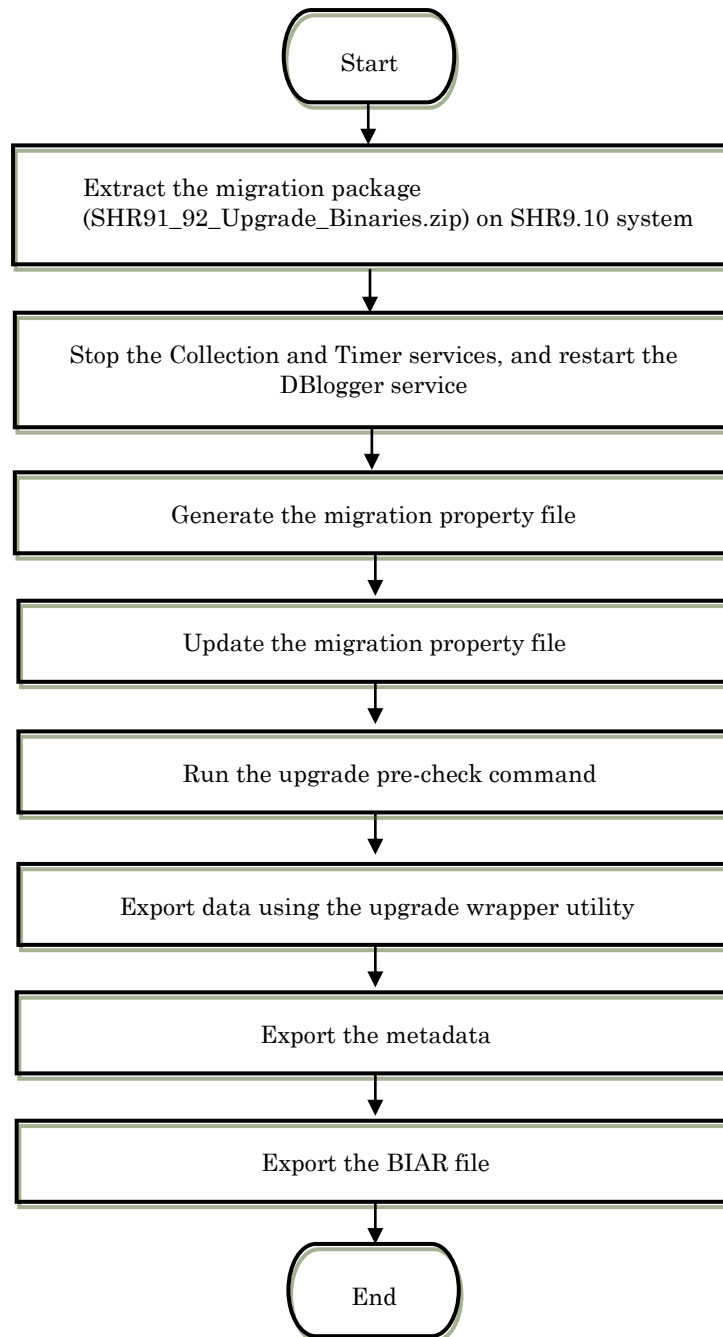
     - prelog- Contains content pack and table wise record counts for SHR 9.10 exported **Fact & Dimension** tables.
     - postlog – Contains content pack and table wise record counts for SHR 9.20 imported **Fact & Dimension** tables.

   - Precheck:

Precheck folder contains summary of the re-processed files from **%PMDM_HOME%/stage/collection/failed_to_load**, **%PMDM_HOME%/stage/collection/failed_to_stage**, and **%PMDM_HOME%/stage/collection/failed_to_transform**, and loading data from stage tables to data warehouse tables.

- MetaDataMigrate:
  MetaDataMigrate folder contains SHR 9.10 topology source configuration data details.

- BIAR:
  BIAR folder contains SAP BusinessObjects artifacts for SHR 9.10.

6. Uninstall SHR 9.10 patches (if any).
7. Uninstall SHR 9.10. To uninstall, see *HP Service Health Reporter Installation and Configuration Guide*.
8. Manually delete the SHR 9.10 specific folders (if not deleted during uninstall) and restart the system. The uninstall is complete if:

   - Sybase IQ 15.2, SAP Business Objects XI 3.1 and MySQL Server 5.1 are uninstalled. To check, go to control panel -> Add/Remove programs.
   - **Program Files\ Business Objects** folder is removed.
   - **Documents and Settings\Administrator** folder **.businessobjects** folder is removed.
   - No folder in the system contains .iq files.
   - Windows Start Menu -> Sybase IQ 15.2, SAP Business Objects XI 3.1 and MySQL Server 5.1, HP Software -> SH Reporter are not available.

9. Restart the system and install SHR 9.20 along with the required content packs on the same system. For installing SHR 9.20, see *HP Service Health Reporter Installation and Configuration Guide*. **Ensure that no topology or collection is configured after SHR 9.20 installation**.
10. Restore license key using Start -> All Programs -> HP Software -> SH Reporter -> License Manager -> use '**Install License File**' option.
11. Import the data into SHR 9.20 from the mapped drive. Ensure this external mapped drive is specified as root drive in **migration.prp** file in the SHR 9.20 system. For more information, see *Importing Data into SHR 9.20 System*.
12. Validate the imported data in SHR 9.20 using the reports generated by **Upgrade Tool**. For more information, see *Validation of the Imported Data*.
13. Follow the steps from *Post Data Migration* before you start **HP_PMDB_Platform_Collection** and **HP_PMDB_Platform_Timer** services on the SHR 9.20 system.

5 Exporting Data from SHR 9.10 System

To upgrade from SHR 9.10 to SHR 9.20, export the data from SHR 9.10. The following is the work flow for exporting data:

```
         ┌─────────┐
         │  Start  │
         └─────────┘
              │
              ▼
┌──────────────────────────────────────────────┐
│  Extract the migration package               │
│  (SHR91_92_Upgrade_Binaries.zip) on SHR9.10  │
│  system                                       │
└──────────────────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────────────────┐
│  Stop the Collection and Timer services, and  │
│  restart the DBlogger service                 │
└──────────────────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────────────────┐
│  Generate the migration property file         │
└──────────────────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────────────────┐
│  Update the migration property file           │
└──────────────────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────────────────┐
│  Run the upgrade pre-check command            │
└──────────────────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────────────────┐
│  Export data using the upgrade wrapper utility│
└──────────────────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────────────────┐
│  Export the metadata                          │
└──────────────────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────────────────┐
│  Export the BIAR file                         │
└──────────────────────────────────────────────┘
              │
              ▼
         ┌─────────┐
         │   End   │
         └─────────┘
```

To export data from SHR 9.10 System:

1. Copy and extract the **SHR91_92_Upgrade_Binaries.zip** from **packages** folder of **SHR9.20 extracted bits** folder to **SHR 9.10** *%PMDB_HOME%* folder.

2. Restart the DBlogger service. This is required to ensure that the logs specific to upgrade are available.

3. Stop **HP_PMDB_Platform_Collection** and **_PMDB_Platform_Timer** services.

4. Run `upgradewrapper listcp` from the command prompt to generate the **migration.prp** file in *%PMDB_HOME%/config* folder. **migration.prp** file has the list of installed content packs [*content pack names*] and **shr_data_migration** folder drive path. For more information see, *Appendix B – Sample 'Migration.prp' File* and *Appendix C – Content Pack Mapping*.

5. Edit the following in the **migration.prp** file:
   - **shr_data_migration.Drivepath** property with the correct root drive. For example, C:\ or E:\. A mapped drive can also be configured.
   - Migration for content packs. To migrate, content packs should be updated to 'true'. For example, if you want to migrate core and CoreActiveDirectory, set them as true as follows:

     ```
     Core=true;

     CoreActiveDirectory =true;
     ```

   Wrapper tool creates the **shr_data_migration** folder on the specified drive. All the generated files are saved in this folder. For more information, see *Appendix B – Sample 'Migration.prp' File*.
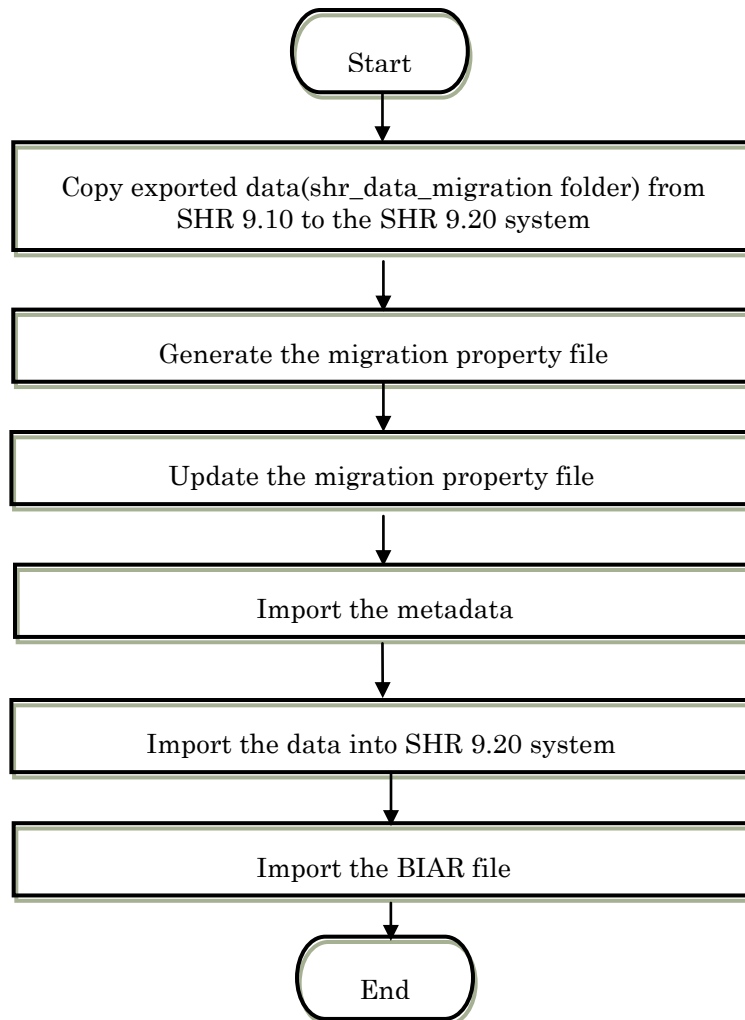
6. Run the **upgrade precheck** tool by running `Upgradeprecheck` command from the command line.
7. The '**Upgradeprecheck**' tool performs the following tasks:
   - Re-process all the files in **failed_to_transformed**, **failed_to_load**, and **failed_to_stage** folders.
   - Checks if the data in the stage tables is moved to the data warehouse tables.
   - Runs the loader commands for respective data warehouse tables to check if data exists in the Stage tables.
   - Generates the summary files in **shr_data_migration /precheck** folder. Precheck folder includes the following:
     - Summary of reprocessing files in **failed_to_transform**, **failed_to_load**, and **failed_to_stage** folders.
     - Content pack wise stage tables details.
     - PrecheckSummary.html : It provides the summary of the reprocessed files from:
       - %PMDB_HOME%/stage/collection/failed_to_load folders.
       - %PMDB_HOME%/stage/collection/failed_to_stage folders.
       - %PMDB_HOME%/collect/failed_to_transformed folders.
     - StageTablesSummary.html : It displays the information about the records that are not loaded from stage to data warehouse tables.
8. Run the **Upgradewrapper** tool by running upgradewrapper export command from the command line to export data.

9. The **upgradewrapper** tool performs the following tasks:
   - Reads the **%PMDB_HOME%/config/migration.prp** file and starts exporting the data of selected content packs. (Content packs which have value set to 'true' for e.g. `Core=true`).
   - Exports data to **<root_drive>/shr_data_migration/upgrade_pack/<content_pack_name>/csv.zip**. For example: C:\shr_data_migration\upgrade_pack\Core\csv.zip.
   - Runs the cp data migration validation tool to generate content pack wise CSV file in **shr_data_migration\Summary\prelog**, with table wise min (ta_period), max (ta_period), and total number of records.
   - Makes entry of exported content pack name in **%PMDB_HOME%/packages/Upgrade_packages/Exportdonelist.txt**.
   - Generates an **UpgradeSummary_ExportMode.html** file in **shr_data_migration**.
10. Run the **Metadata** upgrade tool from %PMDB_HOME%/bin/metaData_Export.bat to migrate metadata.
11. **Metadata** tool performs the following task:
    - Exports data of dictionary tables to csv files in **shr_data_migration\Metadatamigrate** folder. These tables are:
      - dict_schedule
      - dict_pa_ds
      - dict_db_ds
      - dict_cmdb_ds
      - dict_sn_ds
      - dict_csv_ds
      - dsi_retention_profile
      - dict_pa_host_to_view
    - Also exports the following files:
      - Retention_Comparsion.html:
        It provides the comparative information on the default retention time for SHR 9.10 data warehouse tables against the latest SHR 9.10 data warehouse tables retention.
      - Viewmapping.xml:
        This XML is the input for loading SHR 9.20 host to domain table. It consists of host of a given view per content pack.
      - CompareConfigFile.html:
        This provides the summary of comparison between SHR 9.10 default settings against latest SHR 9.10 settings in config.prp.
12. Run the BO upgrade tool from %PMDB_HOME%/bin/ bair_Export.bat to export the BO artifacts.
13. BO upgrade tool performs the following task:
    - Exports all SHR 9.10 BO artifacts available in SHR 9.10 BO repository to a BIAR file (BO_upgrade_backup.biar) in **shr_data_migration/BIAR folder**.

6 Importing Data into SHR 9.20 System

Prerequisites: Install SHR 9.20 and disable the **HP_PMDB_Platform_Collection** and **HP_PMDB_Platform_Timer** services before installing content packs. Install all the required content packs.

The following is the work flow for importing data:

```
           ┌─────────────┐
           │    Start    │
           └──────┬──────┘
                  │
  ┌───────────────▼────────────────┐
  │ Copy exported data(shr_data_migration folder) from │
  │     SHR 9.10 to the SHR 9.20 system    │
  └───────────────┬────────────────┘
                  │
  ┌───────────────▼────────────────┐
  │  Generate the migration property file  │
  └───────────────┬────────────────┘
                  │
  ┌───────────────▼────────────────┐
  │   Update the migration property file   │
  └───────────────┬────────────────┘
                  │
  ┌───────────────▼────────────────┐
  │         Import the metadata         │
  └───────────────┬────────────────┘
                  │
  ┌───────────────▼────────────────┐
  │  Import the data into SHR 9.20 system  │
  └───────────────┬────────────────┘
                  │
  ┌───────────────▼────────────────┐
  │        Import the BIAR file         │
  └───────────────┬────────────────┘
                  │
           ┌──────▼──────┐
           │     End     │
           └─────────────┘
```

To import data into SHR 9.20 system:

1. Copy the **shr_data_migraton** folder from SHR 9.10 system to the SHR 9.20 system to root drive (eg: C:\).
2. Run `upgradewrapper listcp` in command prompt to generate **migration.prp** file in **%PMDB_HOME%/config** folder. **migration.prp** file contains the list of installed content packs [content pack names] and **shr_data_migration** folder drive path. To see the list of content pack mappings from SHR 9.10 and SHR 9.20, check '*Appendix C – Content Pack Mapping*.
3. Edit the following in **migration.prp**:

- **shr_data_migration.Drivepath** property with the correct root drive. For example, C:\ or E:\. A mapped drive can also be configured.
- Migration for content packs. To migrate, content packs should be updated to 'true'. For example, if you want to migrate core and EUMCore, set them as true as follows:

```
Core=true;

EUMCore =true;
```

Wrapper tool imports the exported SRH9.10 data form **shr_data_migration** folder. All the generated summary files are saved in this folder. For more information, see *Appendix B – Sample 'Migration.prp' File*.

4. Run the **Metadata** upgrade tool from %PMDB_HOME%/bin/metaData_Import.bat to migrate metadata.
5. **Metedata** tool performs the following data:
    - Imports data of dictionary tables to Postgre DB in SHR 9.20. These tables are:
        o dict_db_ds
        o dict_cmdb_ds
        o dict_sn_ds
        o dict_csv_ds
        o dict_pa_host_to_domain
        o pa_last_poll
        o dict_schedule

    ▶ dsi_retention_profile is retained as CSV and not imported in SHR 9.20.

6. Run `upgradewrapper import` command from command prompt to import the data to SHR 9.20 data warehouse tables.

    ▶ If the 9.10 data exceeds the time period for a range beyond 2 years, you have to edit the file %PMDB_HOME%/bin/upgrade.bat and replace 731 with a value that will be (number of years * 366). For example for 3 years of data the value would be 3*366 = 1098.
7. The **upgradewrapper import** tool performs the following tasks:
    - Reads the **migration.prp** file and imports the data of selected content packs (content packs whose value is set to true for migration).
    - Makes entry of migrated content pack name in %PMDB_HOME%/packages/Upgrade_packages/ Importdonelist.txt.
8. Restart the services **Apache Tomcat 5.5.20** and **Server Intelligence Agent** in **Central Configuration Manager**. To restart, go to Start -> Programs -> BusinessObjects XI 3.1 -> BusinessObjects Enterprise -> Central Configuration Manager.
9. Run the BO upgrade tool from %PMDB_HOME%/bin/ bair_Import.bat to import the BO artifacts. **Only BO users are imported**.

    ▶ **BO_upgrade_backup.biar** can be imported manually using the **BO BIAR import** tool (Import Wizard). The custom reports created in SHR 9.10 will not function due to the change in the model in SHR 9.20. The reports can be imported on another SHR 9.10 system for reference and reworked on in SHR 9.20.

7 Validating the Imported Data

After loading data to SHR 9.20 data warehouse tables, validation tool validates the data migration with SHR 9.10 and SHR 9.20 row counts and generates validation result in html files.

The following html files are located in **shr_data_migration** folder:

- UpgradeSummary_CompareMode.html

  This file provides links to:

  - content pack summary html.
  - Rate and aggregate table html.
  - Dimension table html.
  - SHR 9.10 CSV files location for content pack summary, Rate, Aggregate, and Dimension Table.

  All the above html files contain:

  - Table wise row count in SHR 9.10.
  - Table wise row count in SHR 9.20

    ▶ The row count in SHR 9.20 will be a multiple of the row count in SHR 9.10 by the number of shifts defined in SHR 9.20. For example, if there are 2 shifts defined in SHR 9.20, then the total count in SHR 9.20 will (2*the row count in SHR 9.10)

  - Minimum ta_period in SHR 9.10 and SHR 9.20

    ▶ The minimum 'ta_period' in 'daily' tables is the minimum 'ta_period' from the corresponding 'monthly' table. The 'minimum ta_period' and 'maximum ta_period' for the dimension table is taken from the column 'creation_date'.

  - Maximum ta_period in SHR 9.10 and SHR 9.20
  - If the color is green in the **Result** then the data is successfully migrated.
  - If the color is red in the **Result** then there may be issues in the migrated data.

    ▶ Some content packs may show "RED" even if there are no issues in the migration due to model changes. The following table lists SHR 9.20 tables across different content packs where there will be a count mismatch between SHR 9.10 and SHR 9.20 due to model changes in SHR 9.20.

Content packs	Table Names (SHR 9.20)
System Management	K_SM_CPU
	K_SM_FileSystem
	K_SM_PhysicalDisk
	K_SM_NetInterface
	SR_SM_CPU

	SH_SM_CPU
	SD_SM_CPU
	SR_SM_FILESYSTEM
	SH_SM_FILESYSTEM
	SD_SM_FILESYSTEM
	SR_SM_NETINTERFACE
	SH_SM_NETINTERFACE
	SD_SM_NETINTERFACE
	SR_SM_DISK
	SH_SM_DISK
	SD_SM_DISK
Virtualization	K_CI_VM
	K_VMWare_ResourcePool
	K_VMWare_Cluster
	SR_VMWare_ResPool
	SD_VMWare_ResPool
	SR_VI_VM
	SH_VI_VM
	SD_VI_VM
	SR_VMWare_VM
	SH_VMWare_VM
	SD_VMWare_VM
Operations Manager (OM)	K_OM_Management_Server
	K_OM_Node
	K_OM_NodeGroup_Node
	K_OM_Severity
	K_OM_Service
	K_OM_Application
	K_OM_Operator
	SR_OM_Application
	SH_OM_Application
	SR_OM_Node
	SH_OM_Node
	SR_OM_Service
	SH_OM_Service

		SR_OM_Operator
		SH_OM_Operator
		SR_OM_MessageGroup
		SH_OM_MessageGroup
	Exchange	K_Exchange_MBDatabase
		K_Exchange_SrcDestAddr
		K_Exchange_Mailbox
		SR_Ex_PFPerf
		SH_Ex_PFPerf
		SD_Ex_PFPerf
	Active Directory	K_AD_Site
		K_AD_Forest
		K_AD_Domain
	BPM	K_BPM_Server
		SR_BPM_Transaction
		SH_BPM_Transaction
		SD_BPM_Transaction
		SR_BPM_Errors
		SH_BPM_Errors
		SD_BPM_Errors
	Core	K_Group
		K_CI_Bridge

For any table not listed here, see *Troubleshooting* to find the root cause.

- UpgradeSummary_ExportMode.html

  This file provides the path of the CSVs. For each table there is a CSV that provides row count in SHR 9.10 before migration.

- UpgradeSummary_ImportModel.html

  This file provides the path of the CSVs. For each table there is a CSV and they provide row count in SHR 9.20 after migration.

8   Post Data Migration

For post data migration:

1. Ensure the metadata is migrated.
2. If it is a BSM deployment, ensure you deploy the upgraded SHR 9.20 views in BSM.
3. If BPM, RUM, OMi, or ServiceHealth is installed and the elapsed time since the start of upgrade process is more than 6 hours, then update '**dbcollector.maxHistory**' with the appropriate value in hours. For all other contents, if the elapsed time since the start of upgrade process is more than 48 hours, then update '**collector.maxHistory**' with the appropriate value in hours in **config.prp** located at **%PMDB_HOME%/data**.
4. Start the **HP_PMDB_Platform_Collection** and **HP_PMDB_Platform_Timer** services.
5. The collection for the PA hosts is resumed from the '**last collection timestamp**' in the '**pa_last_poll**' table.
6. Data for Hyper-V instance **ROOT** and Solaris Zone instance **GLOBAL** is migrated from SHR 9.10 but the new collection of SHR 9.20 will not include these instances.
7. The following threshold values are different in SHR 9.20:
   - Run Queue is 5 compared to 3 in SHR 9.10.
   - Pageout is 10 compared to 5 in SHR 9.10.

Due to these changes, the number of exceptions shown in SHR 9.20 reports will be different from SHR 9.10.

In addition, these changes also affect the **SM Executive Summary** report and **SM System Exception by Group** report that belong to **System Performance**.

9 Troubleshooting

Data Export

You can troubleshoot the data export procedure by using the logs located at *%PMDB_HOME%/log*:

- cpDataMigrate.log: To export data to csv files.
- upgradeExprotImport.log: For UpgradeWrapper.
- PostUpgradeCheck.log : For validation tool (rowcount#).
- bOUpgrade.log: For BOE users migration.
- metaDataMigrate.log: For metadata dict_* tables migration.
- Export.log: To export data details content pack wise.

Data Import

You can troubleshoot the data import procedure using the logs located at *%PMDB_HOME%/log*:

- loader.log: To load data from csv to SHR 9.20 data warehouse tables.
- upgradeExprotImport.log: For UpgradeWrapper.
- PostUpgradeCheck.log: For validation tool (rowcount#).
- cachedRegistry.log: For Virtualization content pack migration.
- bOUpgrade.log: Foe BOE users migration.
- metaDataMigrate.log: For metadata dict_* tables migration.
- Import.log: To import data details content pack wise.

Upgrade Tool

You can troubleshoot the upgrade tool while exporting data on SHR 9.10 system as follows:

- If the Upgrade tool does not respond, check the **exportdoneList.txt** in **%PMDB_HOME%\packages\Upgrade_Packages** folder
- If the Upgrade is aborted for various reasons:
  - Delete **shr_data_migration/upgrade_pack/<content pack name>**. Here, the *<content pack name >* is the one which does not have an entry in %PMDB_HOME%/packages/Upgrade_Packages /exportDoneList.txt.

- o Run `upgradewrapper export` command from command line to reinitiate the export.

Restart the upgrade process.

A Supported Content Packs

The following content packs are supported for SHR 9.10 to SHR 9.20 upgrade:

- Core
- Core_BSM
- System_Management
- Virtualization content packs
- Database_Oracle
- Database_MSSQL
- BPM
- Real_User_Monitor
- OMi
- OM
- Active_Directory
- Exchange_Server
- Appserver_Weblogic
- Appserver_Websphere
- Application_Server
- MSAppCore
- EUMCore

B   Sample 'migration.prp' File

Fri Jul 06 15:46:17 GMT+05:30 2012 migration file

1. Select a Drive where you want to export Data E.g. shr_data_migration.DrivePath=E:\ **only the drive name, not the folder name**

2. Set true/false for the content packs among list of content pack ready for migration

#inorder to select it for migration assign true for each content pack

#e.g : suppose you want to do migration for Virtualization related content packs make it as

```
CoreVirtualization=true
Shr_data_migration.Drivepath=E:\
```

if you want to migrate "Core" content pack set `Core=true`, or false otherwise.

```
Core=true
```

Do the same for all the other supported content packs listed below, setting each to true or false depending on whether you want to migrate the corresponding data.

```
CoreDatabaseMSSQL=true
CoreDatabaseOracle=true
CoreExchangeServer=true
CoreSystemManagement=true
CoreVirtualization=true
CoreVirtualization=true
OperationsManager=true
```

C Content Pack Mapping

The following table shows the mapping of the content packs in SHR 9.10 and SHR 9.20. This table also lists the migration.prp key for content names as found in migration.prp file.

SHR 9.10 Content Name	SHR 9.20 Content Name	Migration.prp Key
BPM	Synthetic Transaction Monitoring	BPM
Core	Default	Core
Active_Directory	Microsoft ActiveDirectory	CoreActiveDirectory
Weblogic, Websphere (All Dimensions and some fact tables)	Default	CoreApplicationServer
Appserver_Weblogic	Oracle WebLogic Server	CoreAppServerWebLogic
Appserver_WebSphere	IBM WebSphere Application Server	CoreAppServerWebSphere
Database_MSSQL	Microsoft SQL Server	CoreDatabaseMSSQL
Database_Oracle	Oracle	CoreDatabaseOracle
Exchange_Server	Microsoft Exchange Server	CoreExchangeServer
Core_BSM	Health and Key Performance Indicators	CoreServiceHealth
System_Management	System Performance	CoreSystemManagement
Virtual_Env_Management _PA	Virtual Environment Performance	CoreVirtualization
OMi	Cross Domain Operations Events	OMi
OM	Operations Events	OperationsManager

RUM	Real User Transaction Monitoring	RUM

D   Limitations

BIAR import only imports BOE users from SHR 9.10 to SHR 9.20. You have to manually create the BOE groups in SHR 9.20.