

# HP Business Service Management

For the Windows and Linux Operating Systems

Software Version: 9.22

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## BSM Patch Installation Guide

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### Acknowledgements

This product includes software developed by the Apache Software Foundation ([www.apache.org](http://www.apache.org)).

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# Installing the Latest BSM 9.2x Patch

BSM releases different types of patches such as minor-minor releases (for example 9.22) and build patches, sometimes referred to as IPs (for example 9.22.071).

This procedure describes how to install the latest BSM patch on top of a running BSM 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.
- Remove the <HP BSM root directory>\opn\tmp directory on all BSM machines.

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

If you already have the latest 9.2x minor-minor version, skip this step.

- 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).

**Note:** If you are installing the 9.22 minor-minor patch on top of a Windows installation of BSM in a custom directory (not C:\HPBSM), you may receive the message “Finalize action for HP Business Service Management 9.22 (Generate Response File) was not successful”. You can ignore this message by clicking OK and continue with the installation. The only impact is that a template response file, to be used for silent installation only, will not be created as part of the installation.

- f. Wait until the installation wizard is complete.

## 3. Download and install the latest build patch

Repeat step 2 above for the latest build patch (if available).

## 4. 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. For more information, see the BSM Hardening Guide.

**5. Enable BSM**

Enable BSM on all servers.

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

- o 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**

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

7. Delete the files contained in the following directory: **<HP BSM root directory>\EJBContainer\server\mercury\work\jboss.web\localhost\topaz\org\apache\jsp\tag\web\flex**

**8. Deploy the SHA Package**

If you have SHA, perform the following procedure:

- a. In BSM, go to **RTSM Administration > Administration > Package Manager**.
- b. Select the **Deploy packages to server (from local disk)**  button .
- c. Select the **Add** button, and select the package from the following location:  
**<BSM DPS Installation Directory>\odb\conf\factory\_packages\ServiceHealthAnalyzer.zip**
- d. Select **Deploy**.

## Uninstalling a Patch (Rolling Back)

This procedure explains how to uninstall a patch. For example, this means rolling back from BSM 9.22 to BSM 9.20. Follow the appropriate instructions depending on your operating system.

### To roll back a BSM patch to a previously installed version - Windows:

1. If you have smart card authentication enabled, it must be disabled before you begin uninstalling a patch. For details, see the Smart Card Authentication Configuration Guide, which can be found on the Planning and Deployment Documentation page (Help > Planning and Deployment) or the SSO manuals site (<http://support.openview.hp.com/selfsolve/manuals>).
2. Stop the HP BSM service on all servers and confirm that they are stopped.
3. Stop the web server process on all servers (IIS Admin Service for IIS; Apache service for Apache).
4. Select the service pack to remove from **Control Panel > Programs and Features > View Installed Updates**.
5. When the uninstall process is complete, restart the machine if requested.
6. The following step is not relevant if you are running BSM 9.22.111 (i.e. IP2) or higher.  
Remove all subdirectories under the directory **<HP BSM root directory>\EJBContainer\server\mercury\work** on all Gateway servers.
7. Delete the temporary internet files on each browser that accesses BSM.
8. Restart the web server process on all Gateway servers.
9. Rerun the Setup and Database Configuration Utility without changing any of the existing settings on every BSM server (Gateway and Data Processing Servers). For details, see the BSM Installation Guide.
10. You may also need to roll back any database that changed as a result of the upgrade. If you encounter any problems, contact HP Software Support.
11. Make sure to uninstall or rollback any updated data collectors as well.

### To roll back a BSM service pack to a previously installed version - Linux:

1. Stop BSM as follows:

```
/opt/HP/BSM/scripts/run_hpbsm stop
```

2. Run the uninstall script as follows:

```
/opt/HP/BSM/installation/<Patch_Name>/bin/uninstall.sh
```

Where <Patch\_Name> is your HP BSM version. For example HPBsm922.

To run this script in silent mode, use the command **/opt/HP/BSM/installation/<Patch\_Name>/bin/uninstall.sh -i silent**

3. The following step is not relevant if you are running BSM 9.22.111 (i.e. IP2) or higher.

Remove all subdirectories under the directory **<HP BSM root directory>/EJBContainer/server/mercury/work** for all Gateway servers.

4. Delete the temporary internet files on each browser that accesses BSM.
5. Restart the web server process on all Gateway servers as follows:  
**`/opt/HP/BSM/WebServer/bin/apache2restart.sh`**
6. Rerun the Setup and Database Configuration Utility without changing any of the existing settings on every BSM server (Gateway and Data Processing Servers). For details, see the BSM Installation Guide.