

# HP Service Health Reporter 9.20 Patch Installation



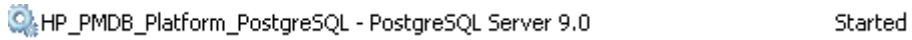
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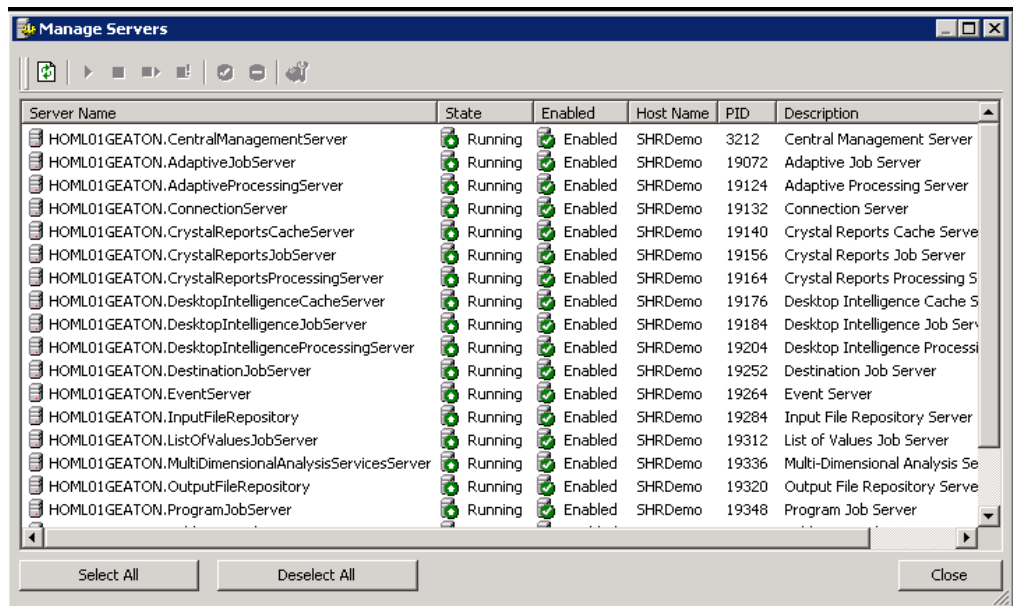
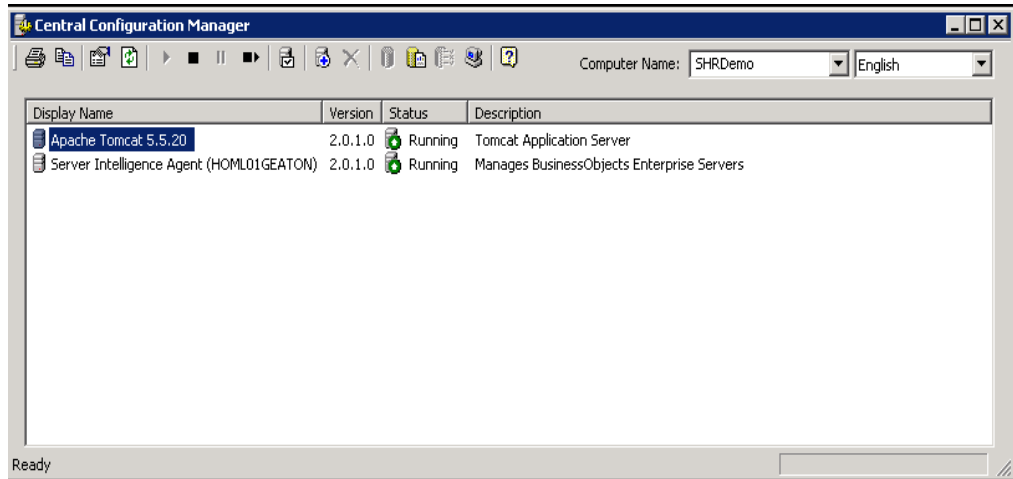
This document provides a step-by-step installation and uninstallation procedure of the HP Service Health Reporter (SHR) 9.20 patch—SHR92WIN\_00001.

## Prerequisites

1. It is recommended to take a backup of SHR prior to installing the patch. For details, see the “Database Backup and Recovery” section in the *Service Health Reporter Installation and Configuration Guide*.
2. Ensure the "HP\_PMDB\_Platform\_PostgreSQL - PostgreSQL Server 9.0" service is running in services.msc. This step is important for patch install/uninstall.



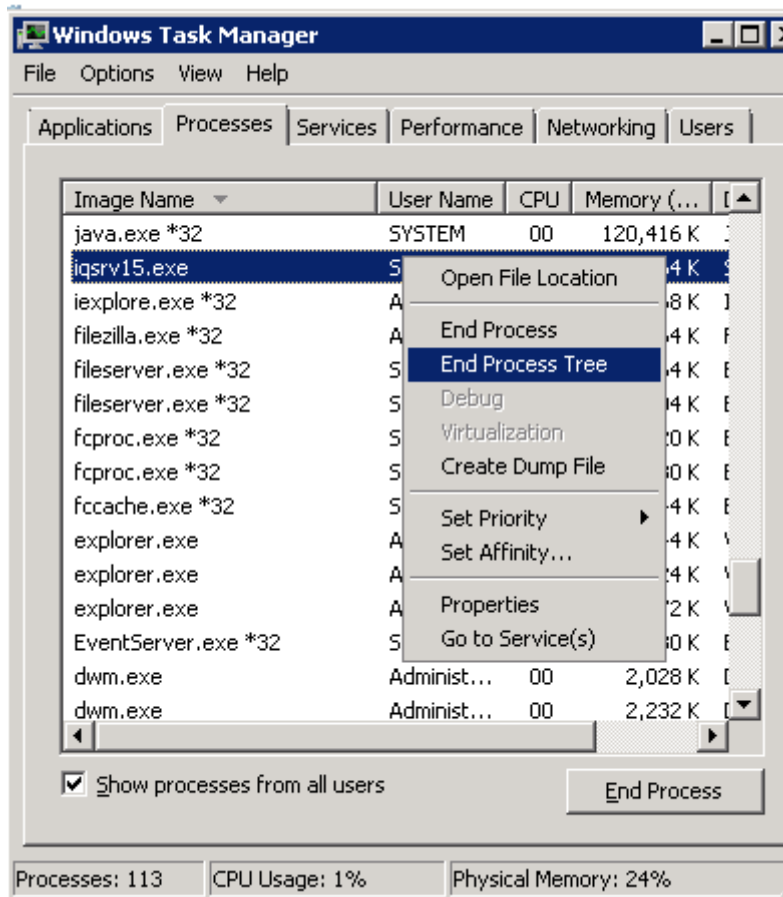
3. Ensure all SAP BusinessObjects servers are up and running. This step is important for patch install/uninstall.



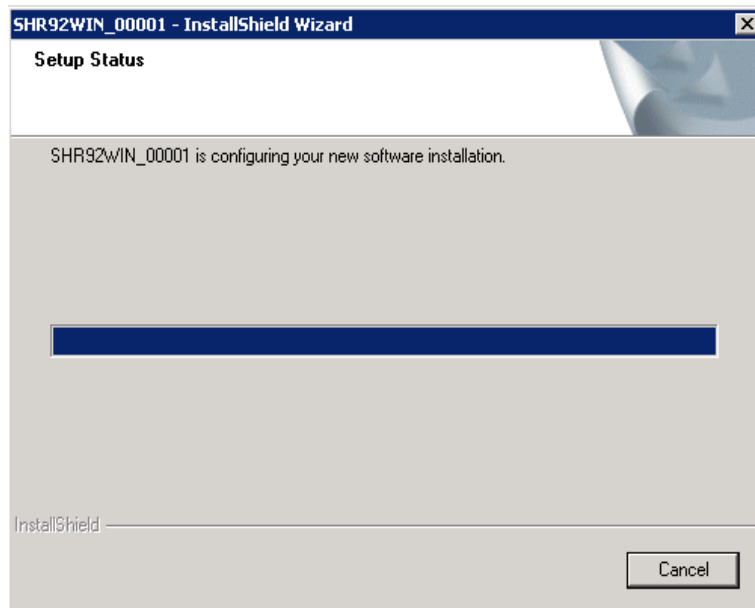
## Install the Patch

This section provides you the details with screenshots to install the SHR92WIN\_00001 patch.

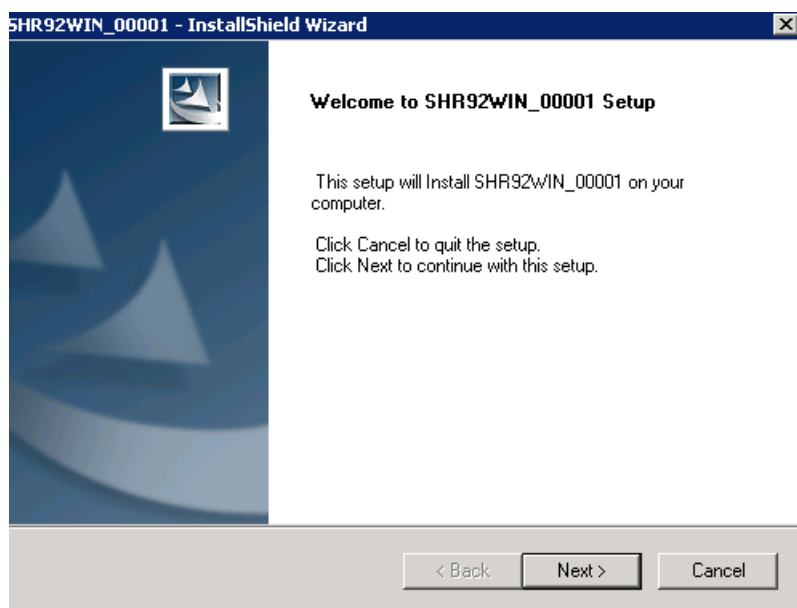
1. Stop the following services:
  - HP\_PMDB\_Platform\_Administrator
  - HP\_PMDB\_Platform\_Collection
  - HP\_PMDB\_Platform\_DB\_Logger
  - HP\_PMDB\_Platform\_IM
  - HP\_PMDB\_Platform\_Message\_Broker
  - HP\_PMDB\_Platform\_Timer Service
  - HP OpenView Ctrl Service
  - HP\_PMDB\_Platform\_Sybase (**Note:** In case of a remote database setup, do not stop the HP\_PMDB\_Platform\_Sybase service.)
2. If the `iqsrv15.exe` process is running in the **Processes** tab of the **Windows® Task Manager**, right-click and click **End Process**.



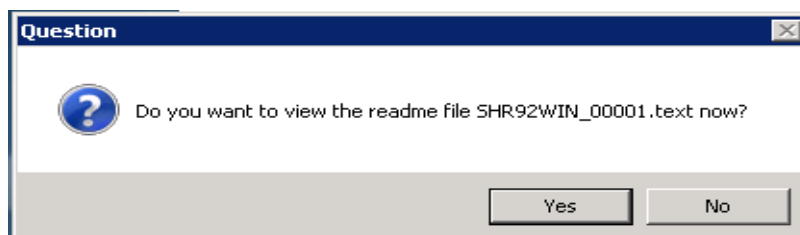
3. Delete all files in the `%PMDB_HOME%\etl_rules/tmp` folder.
4. Run the patch **SHR92WIN\_00001.EXE**.



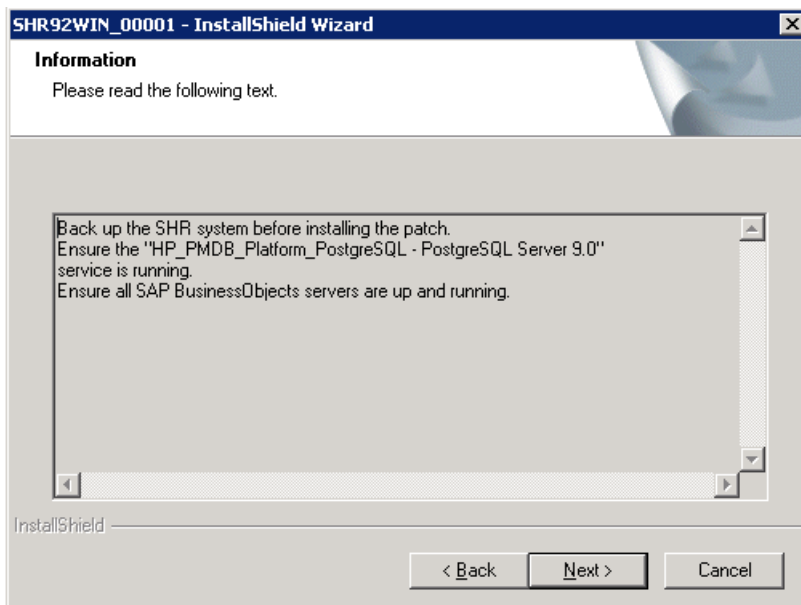
- a. Click **Next** to continue.



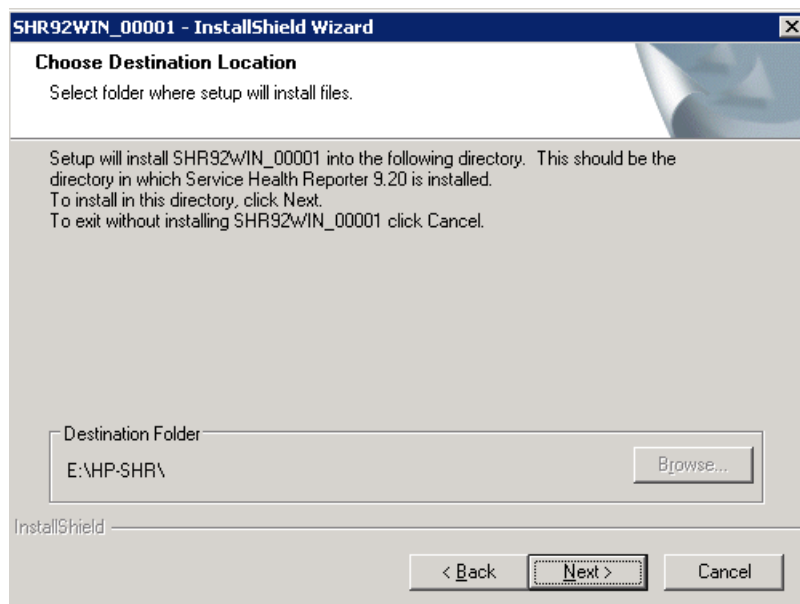
- b. Click **Yes** to view the Readme file.



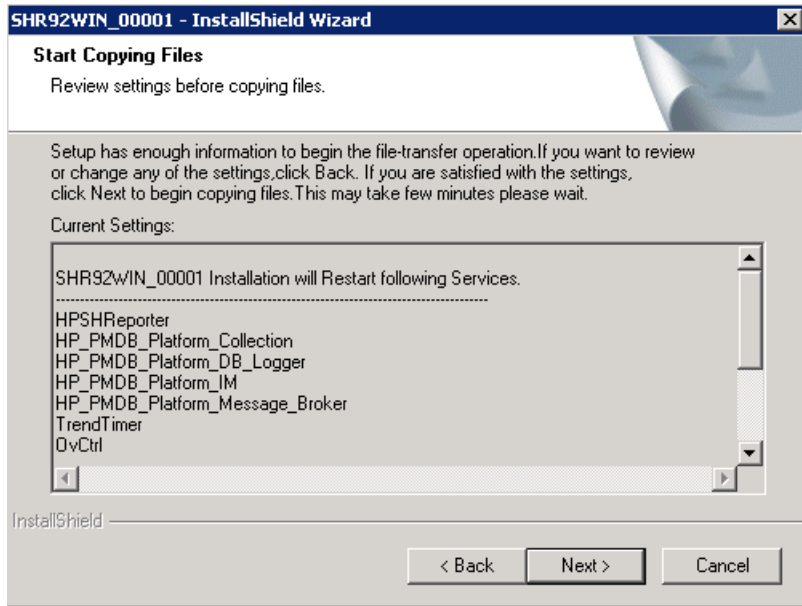
- c. Click **Next** to continue.



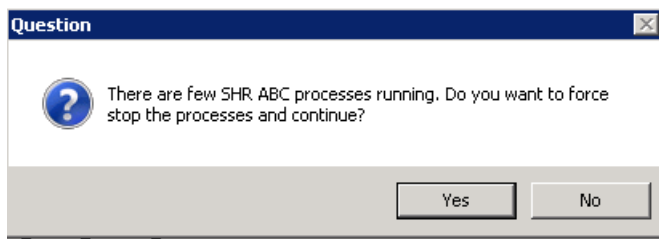
- d. Click **Next** to continue. (The installer populates SHR Installed directory)



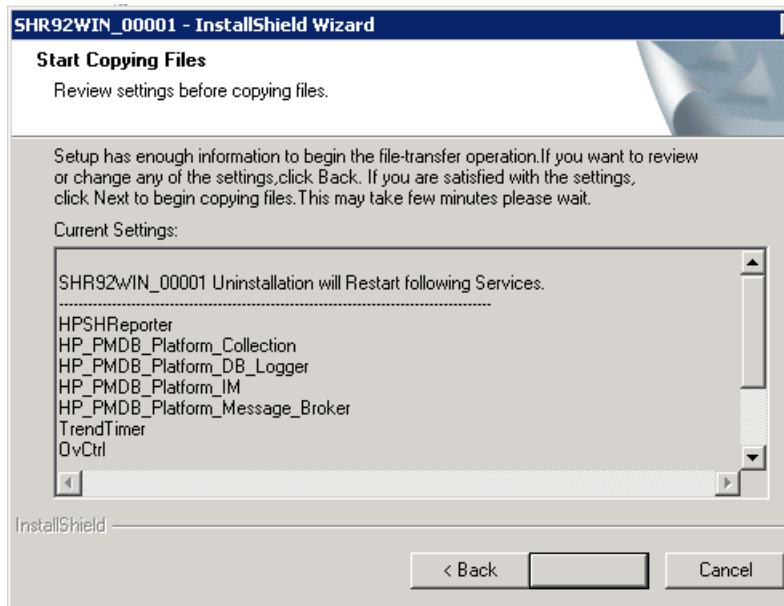
- e. Click **Next** to continue.



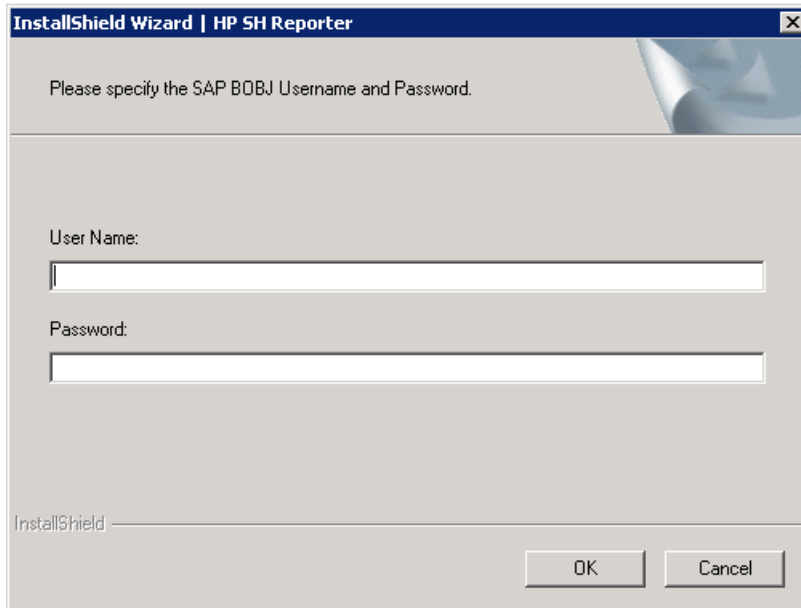
- f. If any ABC processes are running, the following screen appears. Click **Yes** to continue. Clicking **No** will abort the patch installation.



- g. Wait for few minutes. (The installer performs a file backup and copies the patch files.)



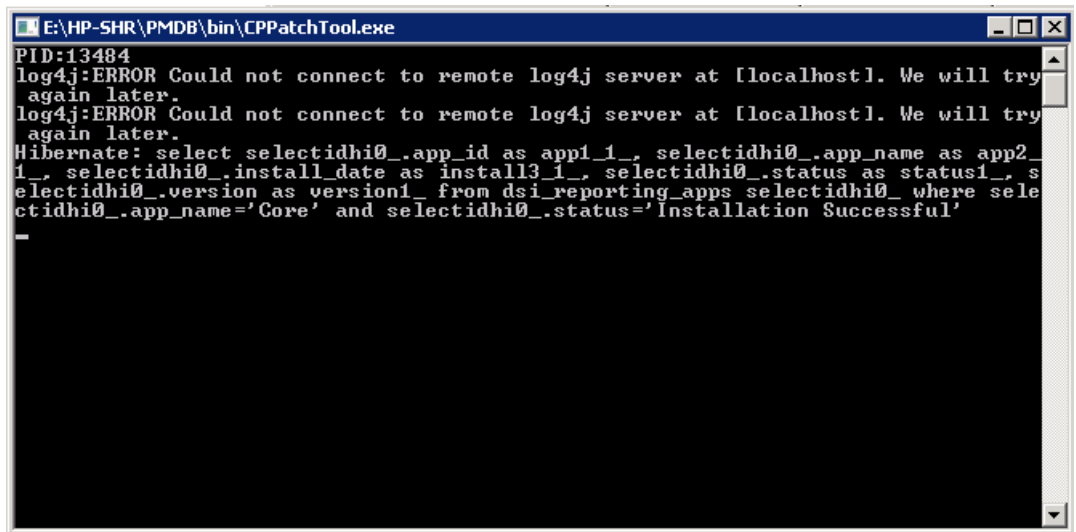
- h. The patch installer prompts for SAP BusinessObjects user credentials. Provide administrator user credentials.



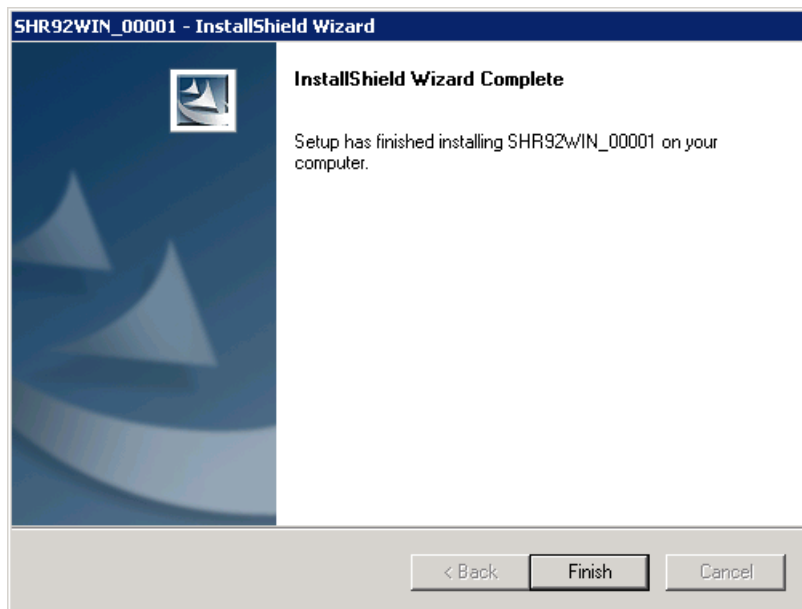
- i. Wait while the installer starts the Sybase service. The installer icon displays in a minimized state.



- j. After Sybase service starts, the installer launches the CP PatchTool binary that patches the content artifacts.



- k. Patch installer restarts all the SHR services.
- l. Click **Finish** to complete the patch installation.

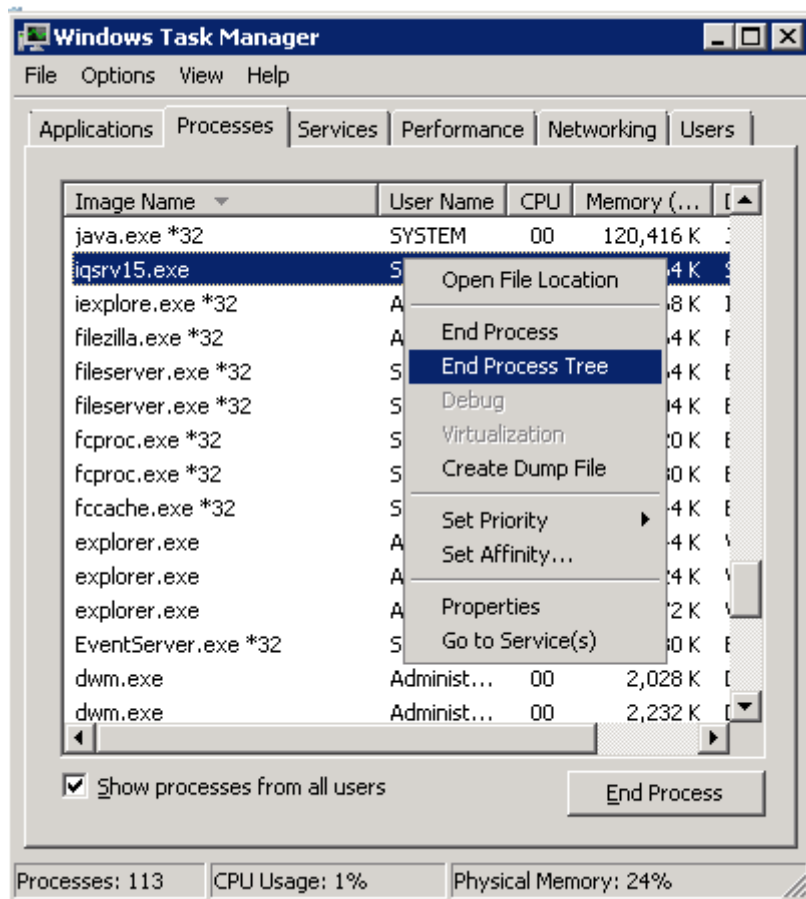




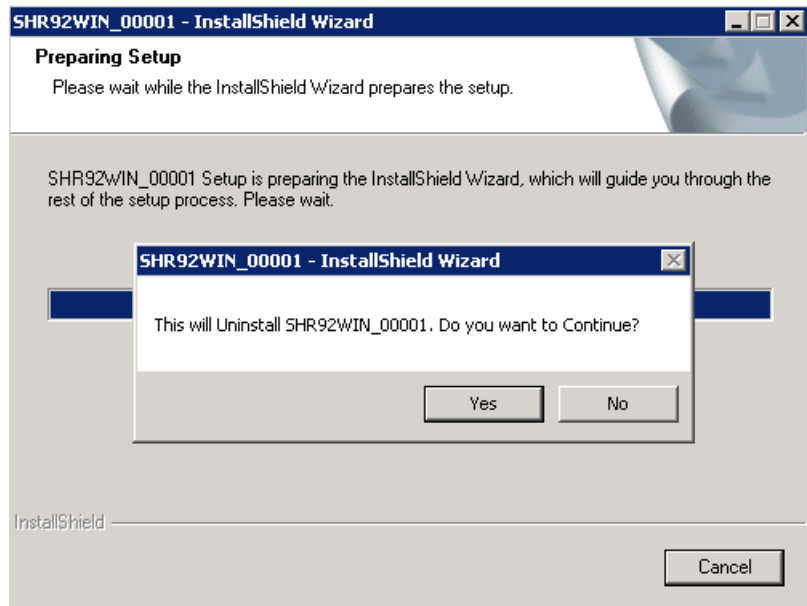
## Uninstall the Patch

This section provides you the details with screenshots to uninstall the SHR92WIN\_00001 patch.

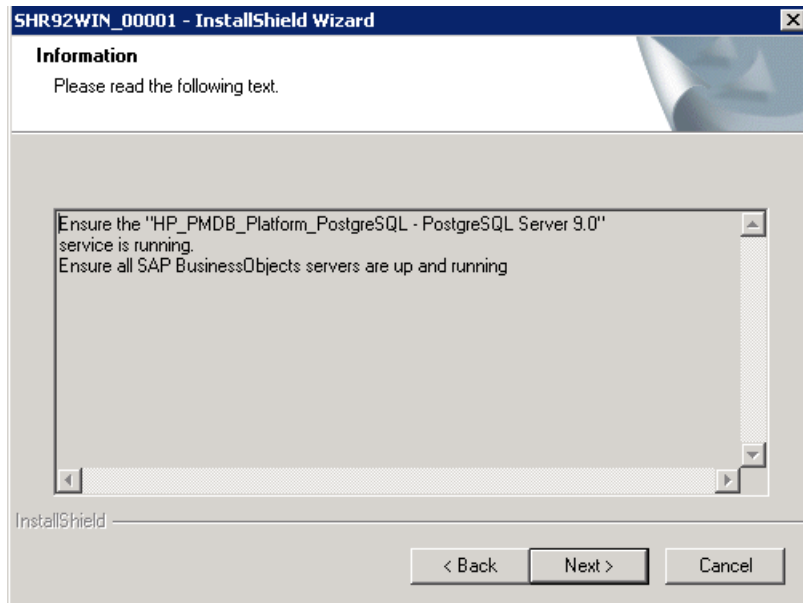
1. Stop the following services:
  - HP\_PMDB\_Platform\_Administrator
  - HP\_PMDB\_Platform\_Collection
  - HP\_PMDB\_Platform\_DB\_Logger
  - HP\_PMDB\_Platform\_IM
  - HP\_PMDB\_Platform\_Message\_Broker
  - HP\_PMDB\_Platform\_Timer Service
  - HP OpenView Ctrl Service
  - HP\_PMDB\_Platform\_Sybase (Note: In case of a remote database setup, do not stop the HP\_PMDB\_Platform\_Sybase service.)
2. If the `iqsrv15.exe` process is running in the **Processes** tab of the **Windows Task Manager**, right-click and click **End Process**.



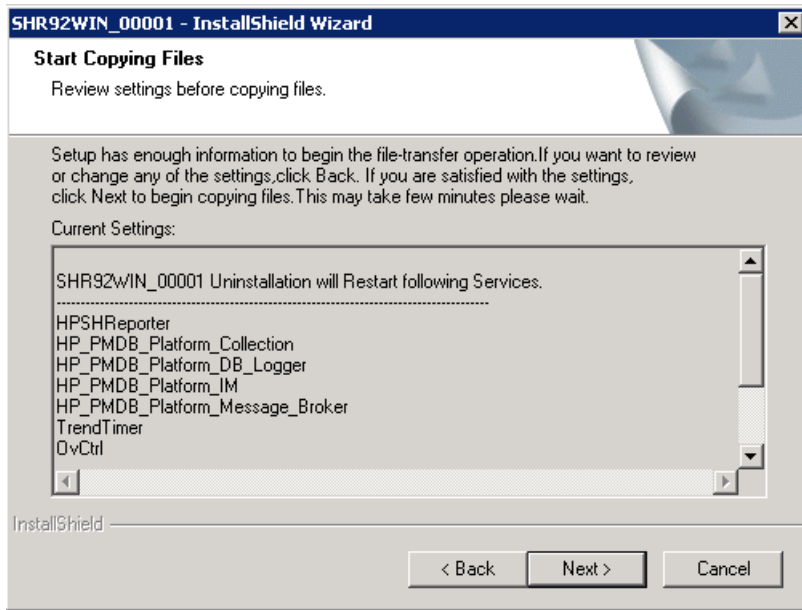
3. Delete all files in the `%PMDB_HOME%/etl_rules/tmp` folder.
4. Run the patch **SHR92WIN\_00001.EXE**.
  - a. Click **Yes** to continue.



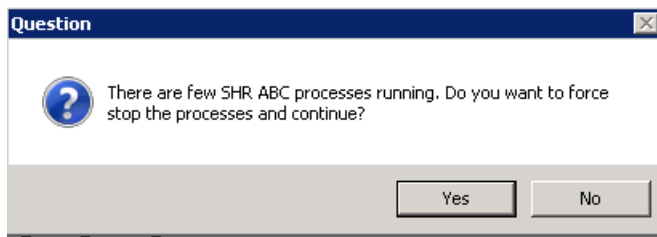
b. Click **Next** to continue.



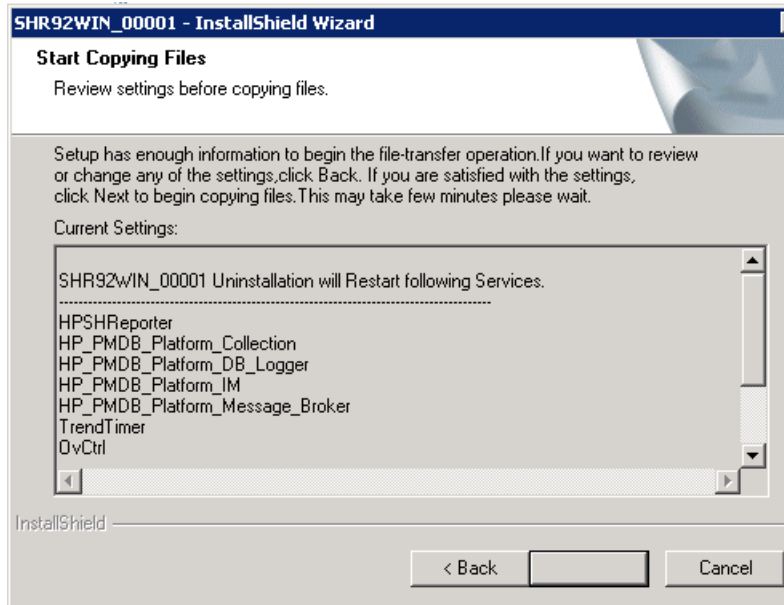
c. Click **Next** to continue.



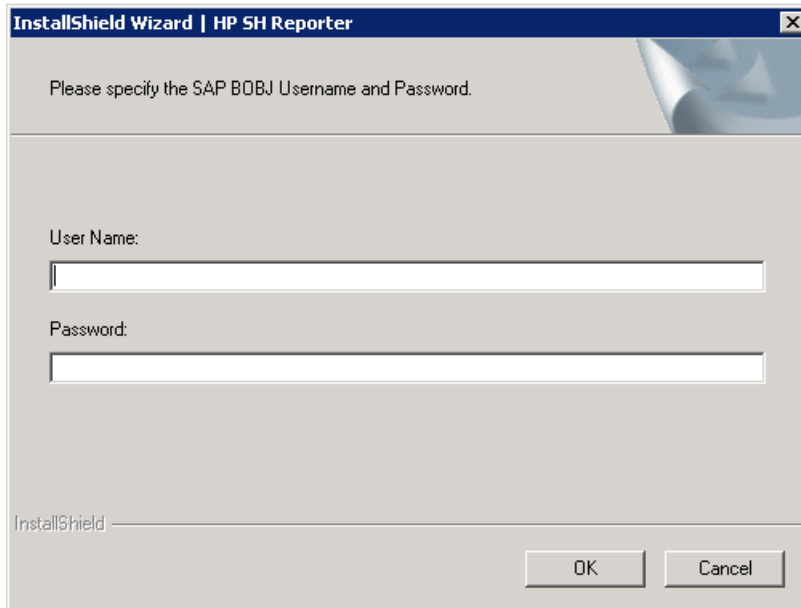
- d. If any ABC processes are running, the following screen appears. Click **Yes** to continue un-installation and clicking **No** will abort patch uninstallation.



- e. Wait for few minutes.



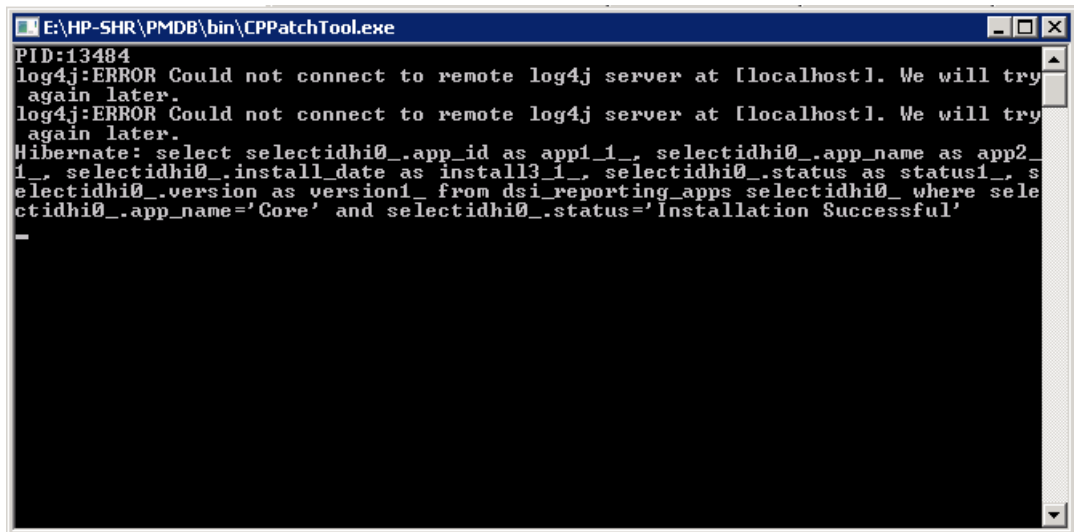
- f. The patch installer prompts for SAP BusinessObjects user credentials. Provide administrator user credentials.



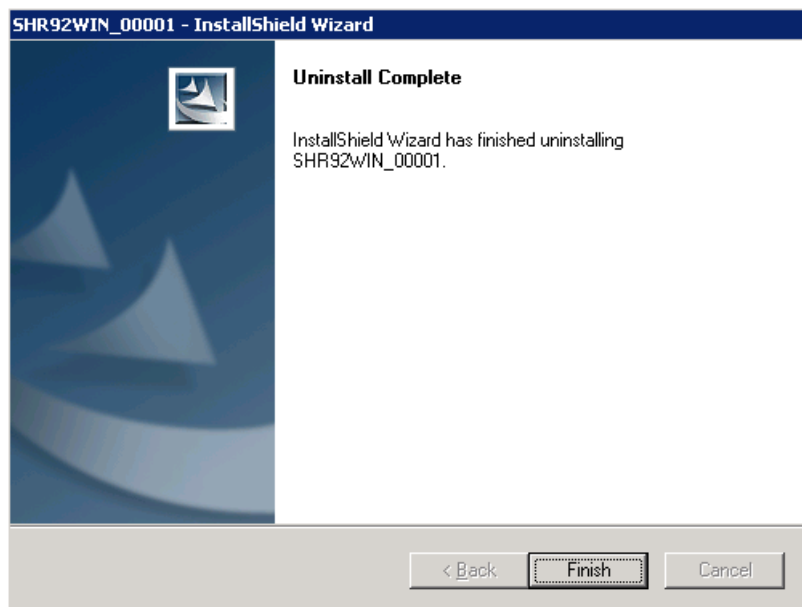
- g. Wait while the installer starts the Sybase service. The installer icon displays in a minimized state.



- h. After Sybase service starts, the installer launches the CP PatchTool binary that rolls back the content artifacts.



- i. The installer restarts all the SHR servies.
- j. Click **Finish** to complete the patch uninstallation.



**Resources, contacts, or additional links**

Explore more resources on HP Service Health Reporter at <https://hpln.hp.com/group/service-health-reporter>

**Learn more at**  
**[hp.com/go/bsm](http://hp.com/go/bsm)**

**Sign up for updates**

**[hp.com/go/getupdated](http://hp.com/go/getupdated)**

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