

Server Automation Alert: Remediation Job Loss During Upgrade/Rollback

(May 5, 2014)

ACTION:

For Upgrade/Rollback Customers: Deploy the *Remediation Job History Loss Fix* SRVA 00176
The information in this alert should be acted upon right away.



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Change Table for this Document

Date	Change
May 5, 2014	Initial Release

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Issue that Requires Attention

SA 9.15, 9.16 and 10.01 provide an enhancement that improves performance and scalability for Linux remediation. Unintended deletion of certain jobs occurs when you upgrade to these versions (or rollback from these versions to certain previous versions) for jobs scheduled after the affected versions are installed.

The following types of jobs (both pending jobs and jobs that have already been run) are deleted if they are created after the affected version is installed:

- Remediate jobs (software and patch policies)
- Software install/uninstall jobs
- Reboot server jobs
- RPM/software rollback jobs

The affected job information includes job state, job parameters, packages evaluated for the job, target servers, and values for subsequent phases, if only some of the phases were run (analyze, download, action). Server Automation stores this job information in the job history, and deletes it after 30 days by default.

To avoid losing your jobs and associated information, follow the instructions in the section *Mitigation* in this paper.

Impact on SA

Follow the instructions in the section *Mitigation* in this paper during upgrade/rollback if you are in any of the following situations:

Current SA Version	Upgrading To
9.15	9.16 or 10.0
9.16	10.0
Current SA Version	Rolling Back To
9.15	9.10
9.16	9.10
10.01	10.0

If you do not follow the steps in this paper, your affected jobs will be deleted after the upgrade or rollback process takes place (for jobs scheduled after the affected versions were installed). See section *Issue that Requires Attention* for more information on the types of jobs affected.

Mitigation

This section describes the steps you should follow to mitigate job loss.

1. Before you upgrade:
 - a) Access the following location to download the SRVA_00176 fix:
http://support.openview.hp.com/selfsolve/document/LID/SRVA_00176
 - b) Run the following command:
`/opt/opsware/bin/python2 remediation_job_history.py -migrate`
2. Perform the upgrade.
3. After you upgrade, run the following command:
`/opt/opsware/bin/python2 remediation_job_history.py -restore`
4. Repeat these steps *every* time you are considering an upgrade, if you are upgrading to a release affected by software remediation job loss (see the section *Impact on SA*).

Further Steps

HP Recommends contacting HP Support to obtain the latest available hotfixes for your release.