

# HP Operations Analytics

Software Version: 2.20

## Operations Analytics Upgrade Guide

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# Chapter 1: Introduction to Upgrading Operations Analytics

This document shows you how to upgrade Operations Analytics (OpsA) from version 2.10 to version 2.20. The upgrade steps shown in this document support one or more OpsA Server Appliances along with the associated Collector Appliances used in your OpsA configuration.

## Chapter 2: Environment Variables used in this Document

This document refers to the following environment variables and other useful directories when explaining upgrade instructions for the Operations Analytics (OpsA) Software, including the OpsA Server Appliance and the OpsA Collector Appliance.

**Table 1: Environment Variables**

Variable Name	Path	Operations Analytics Server Appliance or Collector Appliance
OPSA_HOME	/opt/HP/opsa	Server and Collector Appliances
JAVA_HOME	/opt/HP/opsa/jdk	Server and Collector Appliances

**Table 2: Other Useful Directories**

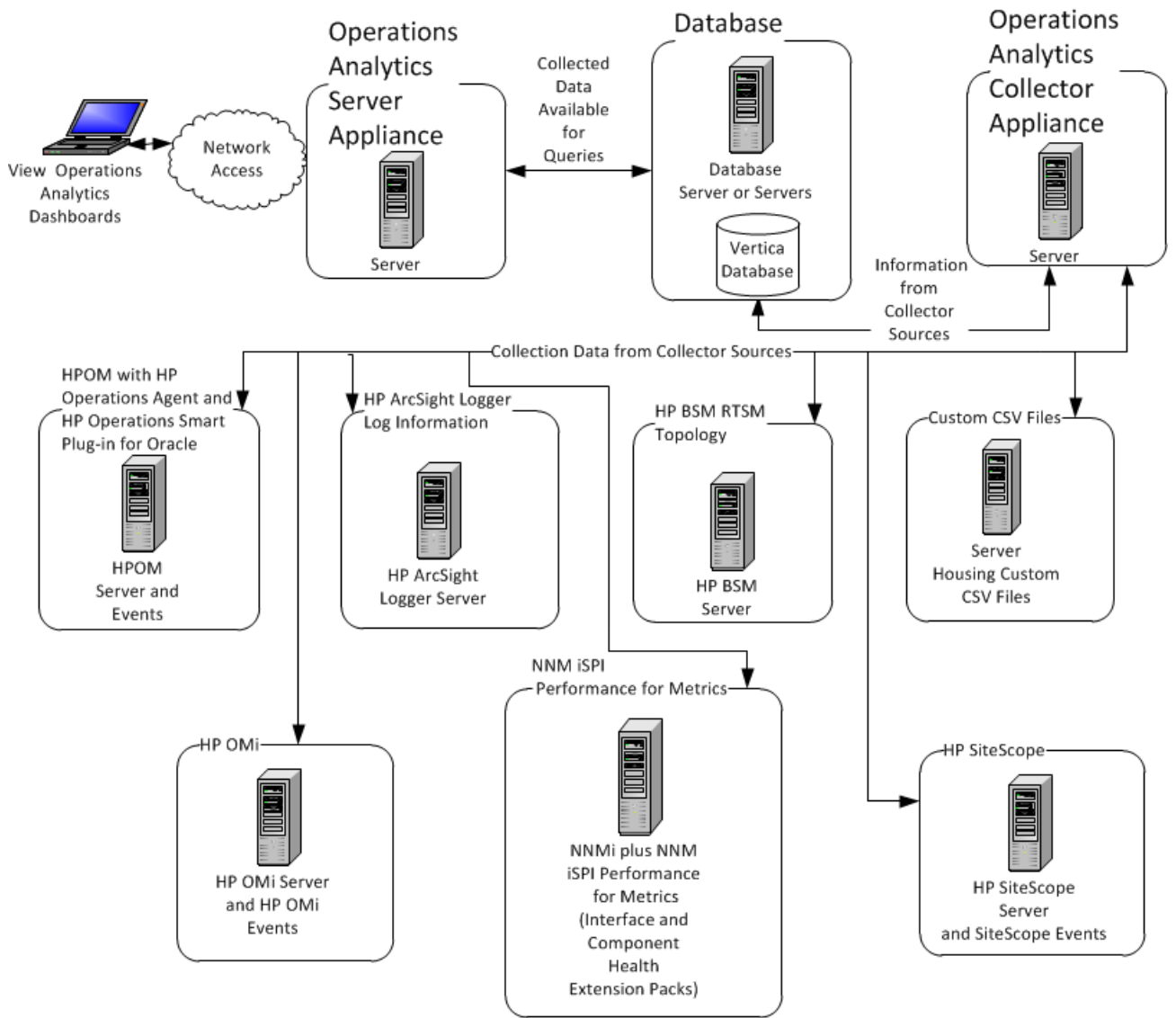
Folder Name	Path	Operations Analytics Server Appliance or Collector Appliance
JBOSS Home Directory	/opt/HP/opsa/jboss	Server Appliance
JDK Folder	/opt/HP/opsa/jdk	Server and Collector Appliances
scripts Folder	/opt/HP/opsa/scripts	Server and Collector Appliances
conf Folder	/opt/HP/opsa/conf	Server and Collector Appliances
data Folder	/opt/HP/opsa/data	Server and Collector Appliances
log Folder	/opt/HP/opsa/log	Server and Collector Appliances
lib Folder	/opt/HP/opsa/lib	Server and Collector Appliances
bin Folder	/opt/HP/opsa/bin	Server and Collector Appliances
upgrade Folder	/opt/HP/opsa/upgrade	Server and Collector Appliances
Vertica Database Installation Folder	/opt/vertica	Server and Collector Appliances have the Vertica client installed in this folder

## Chapter 3: Upgrade Infrastructure and Specifications

The Operations Analytics (OpsA) Server Appliances and Collector Appliances are distributed as shown in the following diagram.

**Note:** The following diagram shows a single OpsA Server Appliance and Collector Appliance in a distributed configuration. You can upgrade OpsA configurations that use more than one OpsA Server Appliance or Collector Appliance.

### System Deployment Infrastructure



This document supports the configurations and actions shown in this section when upgrading to OpsA 2.20.

**Note:** See the *Operations Analytics Support Matrix* for the hardware and operating system requirements for OpsA.

The following upgrade instructions support a distributed system deployment of OpsA:

- You must upgrade all OpsA appliances.
- These instructions do not support upgrading the OpsAAll-in-One Virtual Appliance.

- Do not upgrade your Vertica or Logger servers during this upgrade.
- Do not connect an OpsA Server or Collector Appliance running version 2.10 after you complete this upgrade.

Consider the following when planning your upgrade:

- The upgrade supports upgrading all tenants.
- The upgrade **does not support** using a staging process.

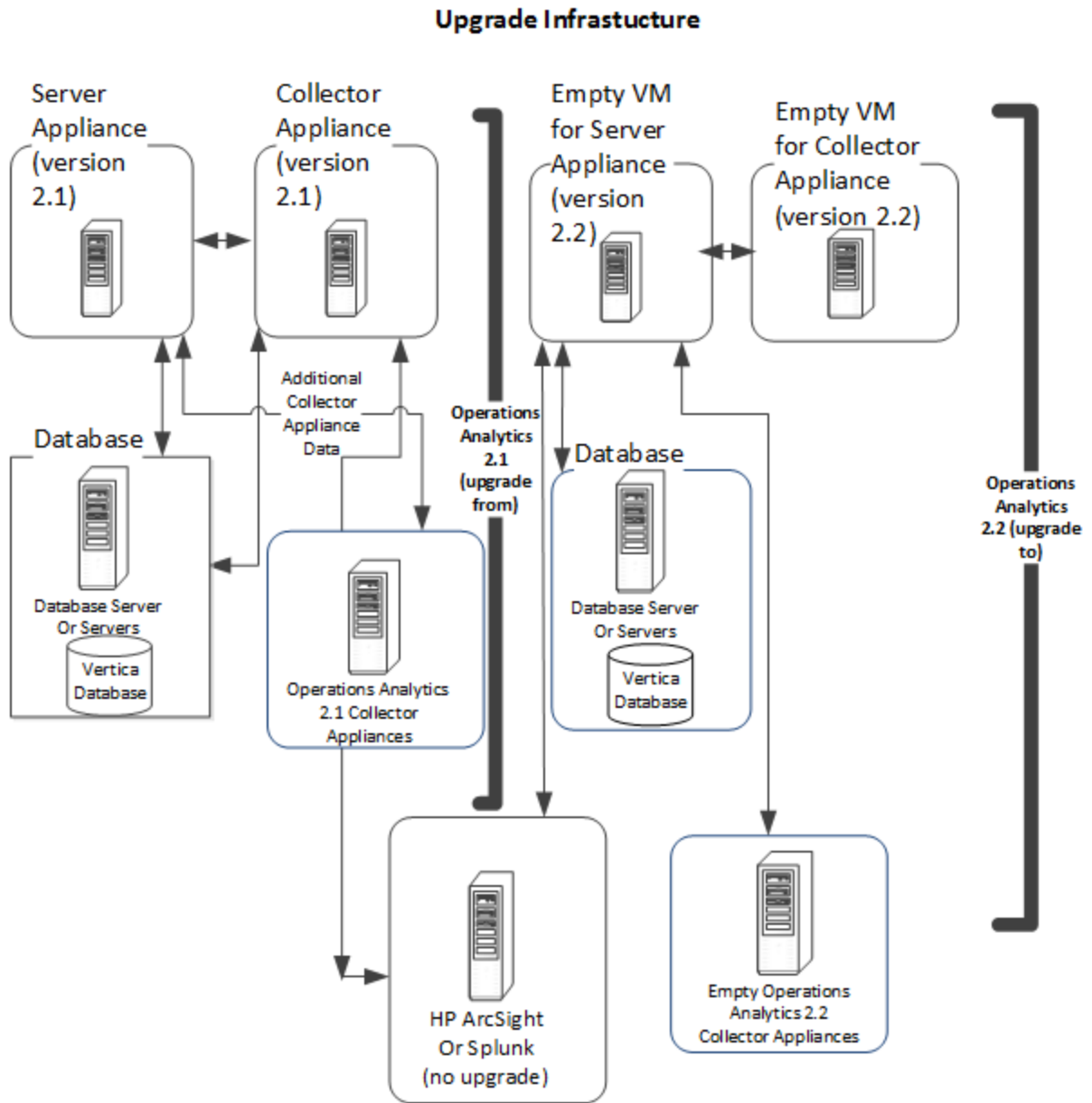
**Note:** Staging is a way to upgrade so that you can compare the behavior of OpsA2.10 to OpsA2.20 in parallel. Although a staging approach is not supported, the idea would be to run both systems in staging until you are satisfied with the results. Again, a staging process is not currently supported.

- The upgrade supports OpsA 2.10 data structure changes to incorporate any new data definitions for OpsA 2.20.
- The upgrade retains OpsA data and configuration, including custom CSV data collection and configuration information.
- The upgrade comprises both manual and automated steps.
- The upgrade can result in up to two hours of missing data collections and downtime.



# Chapter 4: Upgrade Steps

Complete the following steps to upgrade to Operations Analytics (OpsA) 2.20. Use the following diagram while completing these steps.



**Note:** The instructions in this section cite reference pages and Linux manpages. These reference pages and manpages show details of how to use the OpsA command line tools. To view reference pages or Linux manpages, do one of the following:

- **Reference Pages:** From the upper right side of the Operations Analytics console, click ? > **Reference Pages** to view a list of reference pages.
- **Manpages:** From a command prompt, enter `man <command line name>` to see the manpage for a command.

1. We recommend backing up the Vertica database used by OpsA 2.10 before starting the upgrade.
2. Prepare the new virtual machines for the OpsA Server Appliance and Collector Appliances and install the new OpsA 2.20 Server and Collector Appliances.

**Note:** You must manually make any changes done to the operating system parameters for OpsA2.10 servers to the virtual machines you plan to use for OpsA2.20. These operating system parameter changes are not updated automatically by the upgrade process.

3. Log in to the server appliance as the `opsa` user and replace the password as directed. Repeat this procedure for each server appliance if there is more than one.
4. Delete the contents of the `/opt/HP/opsa/upgrade` directory on the OpsA 2.10 Server Appliance.
5. Copy the contents of the `/opt/HP/opsa/upgrade` directory from the 2.20 server appliance to the same directory on the 2.10 server appliance.
6. From the OpsA2.10 Server Appliance, run the `chmod 777` command on the `/opt/HP/opsa/upgrade` folder and the files it contains.
7. Using a text editor, edit the `/opt/HP/opsa/upgrade/host_map.properties` file on the OpsA 2.10 Server Appliance, listing all of the servers you must upgrade. Use the following lines as a guide to enter content into this file:

```
server_1_IP_old=10.60.164.34
server_1_hostname_old=hostname1.<domain>
collector_1_ip_old=10.60.188.108
collector_1_hostname_old=hostname2.<domain>
server_1_ip_new=10.60.164.195
server_1_hostname_new=hostname3.<domain>
collector_1_ip_new=10.60.164.196
collector_1_hostname_new=hostname4.<domain>
```

8. If you have a BPM collection, copy the line for the BPM host from the `/etc/hosts` file from each OpsA 2.10 Collector Appliance to the `/etc/hosts` file on each corresponding OpsA 2.20 Collector Appliance using the following format: `10.1.2.3 server.location.domain.com`.
9. **Important:** Run the following command to create rollback backup tables for the OpsA 2.10

database (in case you need to roll back to the original OpsA 2.10 configuration). This command also records the upgrade start time.

**Note:** If you are upgrading with multiple servers, run this command from **only one** of the OpsA Server Appliances.

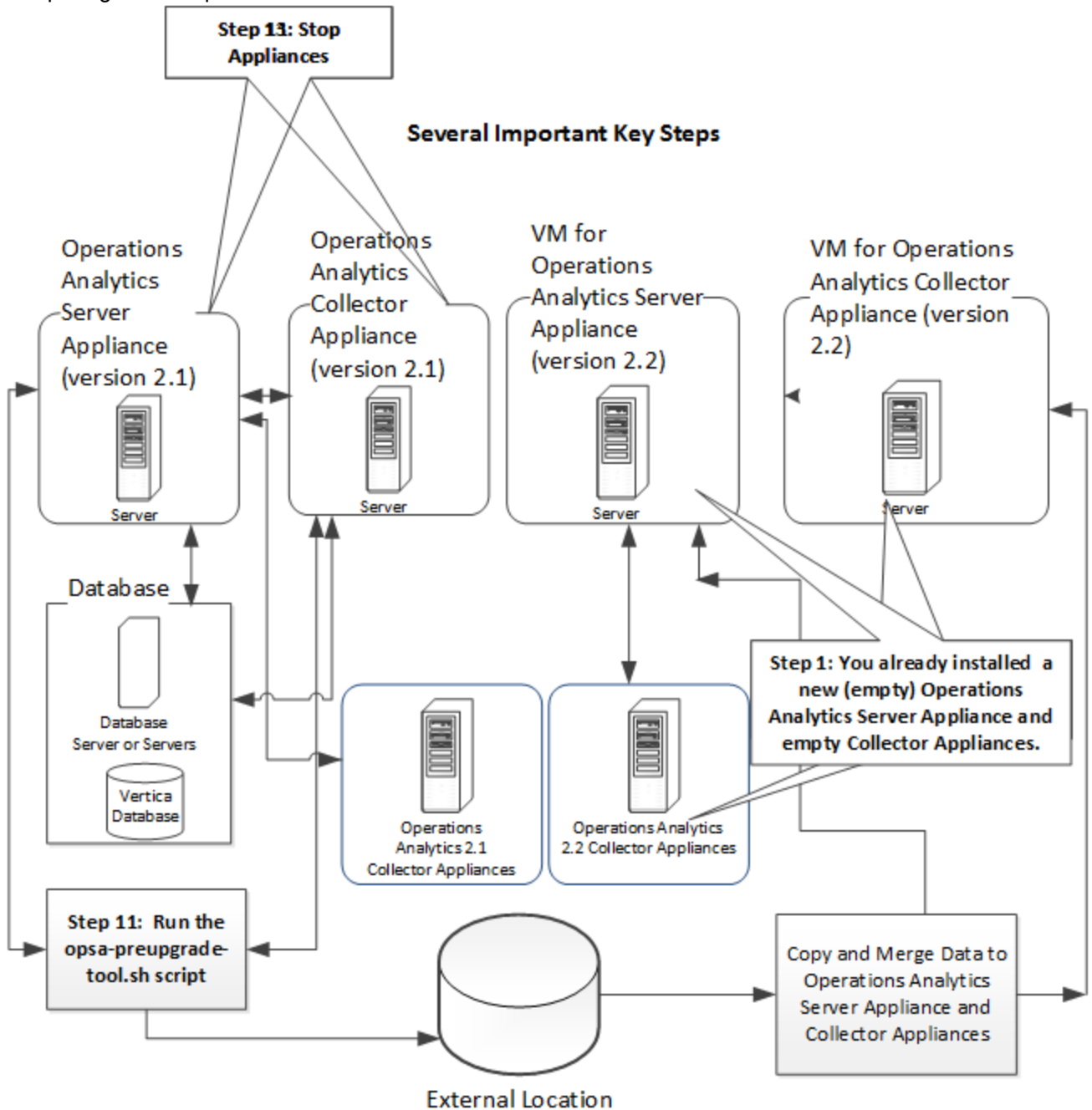
```
/opt/HP/opsa/upgrade/opsa-server-rollback.sh
```

- a. The `opsa-server-rollback.sh` script prompts you for the Vertica dbadmin use password which was dbadmin during the initial Vertica installation.
- b. When prompted with the next question, answer **yes**.

See the *opsa-server-rollback.sh* reference page (or the Linux manpage) for more information.

**Note:** You must not make configuration changes to OpsA after completing this step.

Complete the following steps to continue upgrading to OpsA 2.20. Use the following diagram while completing these steps.



10. From the OpsA 2.10 Server Appliance, run the following command to collect the information you need to complete this upgrade. See the *opsa-preupgrade-tool.sh* reference page (or the Linux manpage) for more information.
  - a. As an *opsa* user, run the *opsa-preupgrade-tool.sh* script on the OpsA 2.10 Server Appliance. Use the following syntax: `/opt/HP/opsa/upgrade/opsa-preupgrade-tool.sh`

*server X*, where *server X* matches the appropriate server number shown in the `host_map.properties` file or 1 when you are not upgrading with multiple servers.

- b. You will see a message similar to the following:

```
Wed Feb 26 14:00:17 UTC 2014 OPSA_HOME is set to /opt/HP/opsa
Wed Feb 26 14:00:17 UTC 2014
Wed Feb 26 14:00:17 UTC 2014 ---- opsa-server preupgrade tool validation ---
--
Wed Feb 26 14:00:17 UTC 2014
Wed Feb 26 14:00:17 UTC 2014 server_1_ip_old 10.60.164.44 is valid
Wed Feb 26 14:00:17 UTC 2014 server_1_ip_new 10.60.164.101 is valid
Wed Feb 26 14:00:17 UTC 2014 collector_1_ip_old 10.60.164.82 is valid
Wed Feb 26 14:00:17 UTC 2014 collector_1_ip_new 10.60.164.107 is valid
Wed Feb 26 14:00:17 UTC 2014 server_1_hostname_old host1.thislab.ad is not
accessible
Wed Feb 26 14:00:17 UTC 2014 server_1_hostname_new host2.thislab.ad is not
accessible
Wed Feb 26 14:00:17 UTC 2014 collector_1_hostname_old host3.thislab.ad.ad is
not accessible
Wed Feb 26 14:00:17 UTC 2014 collector_1_hostname_new host4.thislab.ad.ad is
not accessible
Wed Feb 26 14:00:17 UTC 2014 server_2_ip_old 10.60.164.94 is valid
Wed Feb 26 14:00:17 UTC 2014 collector_2_ip_old 10.60.164.78 is valid
Wed Feb 26 14:00:17 UTC 2014 collector_2_ip_new 10.60.164.109 is valid
Wed Feb 26 14:00:17 UTC 2014 server_2_hostname_old host1.thislab.ad.ad is
not accessible
Wed Feb 26 14:00:17 UTC 2014 collector_2_hostname_old
ACEVM139201827.devlab.ad is not accessible
Wed Feb 26 14:00:17 UTC 2014 collector_2_hostname_new
ACEVM139333687.devlab.ad is valid
Wed Feb 26 14:00:17 UTC 2014
Wed Feb 26 14:00:17 UTC 2014 Some servers in host_map.properties are not
accessible
Wed Feb 26 14:00:17 UTC 2014 The accessibility is not mandatory for the
upgrade process but please verify the file has the correct details before
continuing
You may stop now and rerun the script. Do you wish to continue now?
```

- c. Examine the host list from the previous step and verify that the list of IP addresses and host names are accurate, and that those IP addresses and host names that are not accessible are intentionally configured that way. Select **yes** after you are confident that the list is accurate, and you will be asked to enter the `opsa` user password for the Linux file system.

**Note:** Correct any problems you find when reviewing the host list from the previous step, then rerun the `/opt/HP/opsa/upgrade/opsa-preupgrade-tool.sh server 1`

command before continuing with the upgrade.

- d. After the `opsa-preupgrade-tool.sh` script finishes, you should see the following message:

```
preupgrade_<IP Address>.tar.gz 100% 108KB 107.6KB/s 00:00
host_map.properties 100% 110 0.1KB/s 00:00
opsa-server preupgrade tool end
```

See the `opsa-preupgrade-tool.sh` reference page (or the Linux manpage) for more information.

11. Verify that the following files exist:

- OpsA2.10 Server Appliance: `/opt/HP/opsa/upgrade/preupgrade<servername>.tar.gz`
- OpsA2.20 Server Appliance: `/opt/HP/opsa/upgrade/preupgrade<servername>.tar.gz`

**Note:** If this file does not exist, manually copy it from `/opt/HP/opsa/upgrade/preupgrade<servername>.tar.gz` on the OpsA2.10 Server Appliance.

- OpsA2.20 Server Appliance: `/opt/HP/opsa/host_map.properties`

**Note:** If this file does not exist, manually copy it from `/opt/HP/opsa/upgrade/preupgrade<servername>.tar.gz` on the OpsA2.10 Server Appliance.

12. Stop the OpsA 2.10 Server Appliance and Collector Appliances:

- a. Run the following commands from the OpsA2.10 Server Appliance:

```
opsa-process-manager.sh stop
opsa-server stop
```

- b. Run the following command from each of the OpsA2.10 Collector Appliances:

```
opsa-process-manager.sh stop
opsa-collector stop
opsa-loader stop
```

**Note:** After completing this step, OpsA is no longer collecting information.

13. As the `opsa` user, run the following command from each of the OpsA 2.20 Server Appliances and follow the interactive instructions:

```
/opt/HP/opsa/bin/opsa-server-postinstall.sh -upgrade
```

- When the script asks you to enter the database details, use the default entries from the script.
- When the script asks for the database password, enter the password for the Vertica `dbadmin` user.
- When the script asks whether the database schema exists, enter **yes**.
- When the script asks about loggers, enter `no`. After the command finishes, you should see a message similar to the following:

```
2014-02-09 15:00:39,990 [main] (PostInstallConfiguration.java:218) INFO -  
Post installation configuration completed successfully
```

See the `opsa-server-postinstall.sh` reference page (or the Linux manpage) for more information.

14. For every custom CSV collection you defined in OpsA 2.10, you must repeat the following steps on each OpsA 2.20 Collector Appliance:

- a. Create the following directory on each OpsA 2.20 Collector Appliance:

```
/opt/HP/opsa/data/<mySourceDirectory>
```

- b. Run the following command from each OpsA 2.20 Collector Appliance to set the correct file ownership:

```
chown opsa /opt/HP/opsa/data/<mySourceDirectory>
```

15. As the `opsa` user, run the following command from each of the OpsA 2.20 Collector Appliances:
- ```
/opt/HP/opsa/bin/opsa-collector-postinstall.sh
```

**Note:** The script asks you to type the Vertica hostname and to enter the `dbadmin` password. Enter `no` when asked if you want to configure Logger.

**Note:** After the command finishes, you should see a message similar to the following:

```
2014-02-09 15:06:25,880 [main] (CollectorPostInstallConfiguration.java:115)  
INFO -Post installation configuration completed successfully
```

See the `opsa-collector-postinstall.sh` reference page (or the Linux manpage) for more information.

16. As the `opsa` user, run the following command from each of the the OpsA 2.20 Server Appliances:

```
/opt/HP/opsa/upgrade/opsa-server-postupgrade.sh
```

**Note:** The command in this step can take up to 90 minutes to complete, depending on the complexity of the Operations Analytics configuration.

After the command in this step finishes, you should see a message similar to the following:

```
2014-02-09 15:57:14,961 [main] (PostUpgradeConfiguration.java:81) INFO -  
Post upgrade configuration completed successfully
```

See the *opsa-server-postupgrade.sh* reference page (or the Linux manpage) for more information.

17. If you are migrating OpsA Collector Appliances that connect to NNMi for collecting NNMi custom poller data, do the following on the OpsA 2.20 Collector Appliance similar to how you did this on the OpsA 2.10 Collector Appliance:

You must make the files exported from the `/var/opt/OV/shared/nnm/databases/custompoller/export/final` directory on NNMi available on the OpsA Collector Appliance in the `/opt/HP/opsa/data/nnm` directory.

If you want to use a different directory than `/opt/HP/opsa/data/nnm`, do the following:

- a. Edit the following collection template:

```
/opt/HP/opsa/conf/collection/server/config.templates/nnm/1.0/netperf/mib/nm  
m_netperf_mib_collection.xml
```

- b. Specify a different directory for the `sourcedir` attribute.

If you want to use a different directory than `/opt/HP/opsa/data/nnm`, do the following: The `opsa` user on the OpsA Collector Appliance must have read and write access to the NNMi files on the OpsA Collector Appliance to move them to the processed directory. The default process directory is `/opt/HP/opsa/data/nnm_processed`.

18. If you are migrating OpsA Collector Appliances that connect to NNMi for NNM ISPi Performance for Metrics Component Health data, do the following on the OpsA 2.20 Collector Appliance similar to how you did this on the OpsA 2.10 Collector Appliance:

You must make the exported component health metrics available on the OpsA Collector Appliance in the `/opt/HP/opsa/data/netcomponent` directory.

If you want to use a different directory than `/opt/HP/opsa/data/netcomponent`, do the following:

- a. Edit the following collection template:

```
/opt/HP/opsa/conf/collection/server/config.templates/nnmispi/1.0/
```



```
netcomponent/component/nnmispi_netcomponent_component_collection.xml
```

- b. Specify a different directory for the `sourcedir` attribute.

The `opsa` user on the OpsA Collector Appliance must have read and write access to the component health metric files in the OpsA Collector Appliance to move them to the processed directory. The default process directory is `/opt/HP/opsa/data/netcomponent_processed`.

For example, to configure read and write access to the component health metric files to the OpsA Collector Appliance when the files are located on a Windows server, do the following:

**Note:** Only complete steps a through c if you made a change to NNMi.

- a. On a Windows Server, navigate to **Computer Management > System Tools > Shares > Shared Folders**.
- b. Right-click beneath shares and open the new share wizard.
- c. Create shares for the directories in which the `.csv` files are stored.
- d. From the OpsA Collector Appliance, add the correct entries to the `/etc/fstab` file. Use the following entries as a model:

```
//10.17.18.19/final /opt/HP/opsa/data/nnm cifs
username=administrator,password=password,uid=opsa,rw 0 0
//10.15.14.13/componentfinal /opt/HP/opsa/data/netcomponent cifs
username=admin,password=passwd,uid=opsa,rw 0 0
//10.15.14.13/interfacefinal /opt/HP/opsa/data/netinterface cifs
username=admin,password=passwd,uid=opsa,rw 0 0
```

- e. Use the `mount -a` command to get the directories mounted.
19. If you are migrating OpsA Collector Appliances that connect to NNMi for collecting NNM ISPI Performance for Metrics Interface Health data, do the following on the OpsA 2.20 Collector Appliance similar to how you did this on the OpsA 2.10 Collector Appliance::

You must make the exported interface health metrics available on the OpsA Collector Appliance in the `/opt/HP/opsa/data/netinterface` directory.

If you want to use a different directory than `/opt/HP/opsa/data/netinterface`, do the following:

- a. Edit the following collection template:

```
/opt/HP/opsa/conf/collection/server/config.templates/nnmispi/1.0/
netinterface/interface/nnmispi_netinterface_interface_collection.xml
```

- b. Specify a different directory for the `sourcedir` attribute.

The `opsa` user on the OpsA Collector Appliance must have read and write access to the interface health metric files in the OpsA Collector Appliance to move them to the processed directory. The default process directory is `/opt/HP/opsa/data/netinterface_processed`.

For example, to configure read and write access to the interface health metric files to the Operations Analytics Collector Appliance when the files are located on a Windows server, do the following:

**Note:** Only complete steps a through c if you made a change to NNMI.

- a. On a Windows server, navigate to **Computer Management > System Tools > Shares > Shared Folders**.
  - b. Right-click beneath shares and open the new share wizard.
  - c. Create shares for the directories in which the `.csv` files are stored.
  - d. From the OpsA Collector Appliance, add the correct entries to the `/etc/fstab` file. Use the following entries as a model:

```
//10.17.18.19/final /opt/HP/opsa/data/nnm cifs
username=administrator,password=password,uid=opsa,rw 0 0
//10.15.14.13/componentfinal /opt/HP/opsa/data/netcomponent cifs
username=admin,password=passwd,uid=opsa,rw 0 0
//10.15.14.13/interfacefinal /opt/HP/opsa/data/netinterface cifs
username=admin,password=passwd,uid=opsa,rw 0 0
```
  - e. Use the `mount -a` command to get the directories mounted.
20. Check that the OpsA Collector Appliances are connected, and that new data is appearing in the Operations Analytics console.
- a. Run the following command from the OpsA Server Appliance to check the status of the collector sources configured on an OpsA Collector Appliance:

```
$OPSA_HOME/bin/opsa-collection-config.sh -list -collectorhost <collector
hostname> -username <Tenant Admin User>
```
  - b. Check the dashboards for your collections to make sure they are collecting data.
21. If you would like to configure user authentication on the 2.20 environment, see *Configuring User Authentication using Public Key Infrastructure (PKI) to Access Operations Analytics* in the *Operations Analytics Configuration Guide*.
22. OpsA 2.2 now includes the option to improve the speed that logger forwards CEF messages. For details, see *Configuring Logger to Forward CEF Messages to Operations Analytics* in the *Operations Analytics Configuration Guide*.

**Caution:** Do not connect an OpsA Collector Appliance running version 2.10 after you complete this upgrade.

## Chapter 5: Roll Back Due to Errors

If errors occur during the upgrade steps or if Operations Analytics (OpsA) 2.20 is running (following the upgrade) and you suspect errors that originated from the upgrade, you might need to roll back your system.

**Note:** The steps in this section return your OpsA2.10 system back to the state it was in before the upgrade. These steps will not remove or restore any of the tenant schemas that were removed from or created on the new system.

To roll back your system to the previous state, do the following:

1. Stop the OpsA 2.20 Server Appliance and Collector Appliances:
  - a. Run the following commands from the OpsA2.20 Server Appliance:

```
opsa-process-manager stop

opsa-server stop
```
  - b. Run the following command from each of the OpsA2.20 Collector Appliances:

```
opsa-process-manager stop

opsa-collector stop

opsa-loader stop
```
2. Run the following command from the OpsA 2.20 Server Appliance:

```
/opt/HP/opsa/upgrade/opsa-rollback-tool.sh server 1
```

  - a. Verify that the IP addresses and names are correct.
  - b. Enter **yes** after you see a message similar to the following:

```
<timestamp> The accessibility is not mandatory for the rollback process but
please verify the file has the correct details before continuing. You may
stop now and rerun the script. Do you wish to continue now?
```
  - c. Enter **yes** when asked if you are sure you want to continue connecting.
  - d. Enter the opsa password for the OpsA2.10 Server Appliance.
  - e. If the copy to the OpsA2.10 Server Appliance fails, copy the `prerollback*.tar.gz` file to `/opt/HP/opsa/upgrade/` on the OpsA2.10 Server Appliance.
  - f. Repeat these steps for all of the OpsA2.20 Server Appliances.

3. Run the following command from the OpsA 2.10 Server Appliance:  
`/opt/HP/opsa/upgrade/opsa-server-rollback.sh`
  - a. Enter the Vertica administrator password, dbadmin.
  - b. Enter **no** after you see a message similar to the following: Do you want to perform metadata backup before upgrade [yes/[no]]:
  - c. Enter **yes** after you see a message similar to the following: Do you want to rollback the upgrade [yes/[no]]:
  - d. Repeat these steps for all of the OpsA2.10 Server Appliances.
4. Run the appropriate commands on all of the OpsA 2.10 Server and Collector Appliances:
  - **OpsA2.10 Server Appliances:**  
`opsa-process-manager start`  
`opsa-server start`
  - **OpsA2.10 Collector Appliances:**  
`opsa-process-manager start`  
`opsa-collector start`  
`opsa-loader start`
5. The rollback should complete within five minutes.

## Chapter 6: Support Considerations

This chapter contains information about special cases you might consider during your upgrade.

### Preserving Operations Analytics Log Files

You might decide to preserve the Operations Analytics (OpsA) 2.10 log files during your upgrade. To do so, complete the following steps on each of the OpsA 2.10 Server and Collector appliances:

1. Run the `/opt/HP/opsa/upgrade/opsa-logcopy-tool.sh` script on the target server.

**Note:** The `opsa-logcopy-tool.sh` script creates the `logfiles_<current date time>.tar.gz` in the `/opt/HP/opsa/upgrade` folder.

2. Manually copy the `logfiles_<current date time>.tar.gz` file to a folder of your choice for support purposes.

See the `opsa-logcopy-tool.sh` reference page (or the Linux manpage) for more information.

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