HP Performance Manager

Software Version: 9.21
Windows®, HP-UX, Solaris, and Linux operating systems

Installation, Upgrade, and Migration Guide

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Software Release Date: October 2015

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Contents

Chapter 1: Conventions Used in this Document

The following conventions are used in this document when referring to the location of files on the HP Performance Manager server system.

> **Note:** The forward slash "/" is used on UNIX systems and the backward slash "\" is used on Windows systems. The forward slash "/" is used in the examples and specifications throughout this document:

Convention	Description	On Windows Systems	On UNIX Systems
`<install_dir>`	The directory where Performance Manager is installed.	The default installation directory is `C:\Program Files\HP\HP BTO Software`. If you have the previous versions of HP Software products such as OpenView Performance Agent, OpenView Reporter or OpenView Operations installed on your system, the default Performance Manager installation directory is `C:\Program Files\HP OpenView.`	On HP-UX, Solaris, and Linux systems, the installation directory is `/opt/OV`.

Convention	Description	On Windows Systems	On UNIX Systems
\<data_dir\>	The common data directory where data files and log files related to HP Software products are stored.	On Windows 2003, the default data directory is `C:\Documents and Settings\All Users\Application Data\HP\HP BTO Software.` On Windows 2008, the default data directory is `C:\ProgramData\HP\HP BTO Software` If you have the previous versions of HP Software products such as OpenView Performance Agent, OpenView Reporter or OpenView Operations installed on your system, the default data directory is `C:\Program Files\HP OpenView\data.`	On HP-UX, Solaris, and Linux systems, the data directory is `/var/opt/OV.`
\<PM_data_ dir\>	The directory where the Performance Manager data files are placed.	On Windows, the default Performance Manager data directory is *\<data _ dir\>*`\shared\server\.` However the default data directory on Windows cluster is different. For more information, See "Installing Performance Manager on a Cluster Environment" on page 36.	On HP-UX, Solaris, and Linux systems, the Performance Manager data directory is `/var/opt/OV/shared/server.`

Chapter 2: Installation Overview

This guide provides you information on how to install Performance Manager 9.20, and upgrade to Performance Manager 9.20.

This chapter provides information about the following:

- Supported the operating systems for Performance Manager 9.21.

- Hardware and software components that are required to run Performance Manager.

- The components required for each operating environment.

Before installing HP Performance Manager, make sure you go through the "Installation Requirements" on the next page. For more information about documentation on Performance Manager, see "Appendix A: Related Documentation" on page 47.

If you are using HP Performance Manager with HP Operations Manager (HPOM) for Windows or UNIX, then HPOM has to be installed and configured before installing Performance Manager.

Installation Pre-requisites

Before installing Performance Manager, you must stop all processes or applications using OvJREB. For instructions to stop the process or application, see the corresponding product documentation for the product or the application.

Supported Platforms

This version of Performance Manager is available on the following platforms:

Operating Systems	Architecture	Versions
Windows	X86 and x64 (includes AMD64 and EM64T)	- Windows Server 2003, Service Pack 2 - Windows Server 2003 Release 2, Service Pack 2 - Windows Server 2008, Service Pack 1 - Windows Server 2008, Service Pack 2

Operating Systems	Architecture	Versions
		• Windows Server 2008 Release 2 • Windows Server 2008 Release 2,Service Pack 1 • Windows Server 2012 Release 2
HP-UX	IPF	HP-UX 11iV2 and HP-UX 11iV3
Sun Solaris	Sun SPARC	Solaris Sparc 10, 11 **Note:** Performance Manager 9.21 is not available on Solaris.
Linux	Intel 64	RHEL 5.2, 5.3, 5.4, 6.4, 6.5, 6.6, and 7.0 OEL 6.4 and 6.5

Supported Configurations for Performance Manager on Solaris Zones

Performance Manager is supported only on Solaris version 10 native zones. While installing Performance Manager on zones, the only supported configuration for Performance Manager installation is as follows:

```
SUNW_PKG_ALLZONES = false

SUNW_PKG_HOLLOW=false

SUNW_PKG_THISZONE=true
```

Hence, the Performance Manager is installed only on the global or non-global zone that are selected. You need to manually perform the installation on all the zones as required. For more information about the installation instructions, see ".

Installation Requirements

During installation, HP Performance Manager Installer performs the following tasks:

- Checks if your system meets the disk space requirements. For more information about the disk space, see .

- Checks if your system has any other HP software product installed.

- Checks if the ports are in use and prompt to change the port settings in case of conflict.

- Provides a detailed log of what is detected.

- Provides a list of components that are installed.

> **Note:** During installation, HP Performance Manager Installer detects if the default http, https, Shutdown port and JK2-AJP 13 ports, that is, 8081, 8444, 8006 and 8010 respectively, are in use by any other application. If any of these ports are in use by other applications, the following warning message appears:
>
> INFO: Shutdown port is free
>
> INFO: HTTP Port is free
>
> WARNING: HTTPS Port is in use. Change after installation
>
> Though the installation of Performance Manager will be successful, you will not be able to access Performance Manager using the default port numbers. In such a case, you need to change the default http, https, shutdown and JK2-AJP 13 port settings to access Performance Manager. For more information, see *HP Performance Manager Administrator Guide*.

Hardware Requirements

A minimum 1 GB of memory is recommended for optimal performance. Installing on a slower system or on a system with less memory may result in slow performance.

Disk Space

The minimum disk space required to install HP Performance Manager:

Platform	Disk Space required
HP-UX IPF	900 MB
Windows x86	350 MB
Windows x64	450 MB
Solaris	450 MB
Linux	350 MB

> **Note:** During the process of installation, the disk space requirements appears. But the values displayed is incorrect and much lesser than the actual disk space required. If the actual disk space on the system is less than the required amount specified here, then the installation fails.

Memory Requirements

A minimum of 1 GB of physical memory is required. If it is a cluster environment, 1 GB of physical memory on each node of the cluster is required.

Note: It is recommended that you have 2 GB of physical memory for optimal performance.

Supported Browsers

The web browsers that are required to access Performance Manager 9.21 are as follows:

Operating System	Supported Browsers
Windows	• Firefox versions 3.5.x and 3.6 • Internet Explorer versions 10 and 11 • Safari version 8.0
HP-UX	Firefox version 3.0.x
Sun Solaris	Firefox version 3.5.x
Linux	Firefox versions 3.5.x, 10.0.5, and 10.0.12

The web browsers that are required to access Performance Manager 9.20 are as follows:

Operating System	Supported Browsers
Windows	• Firefox versions 3.5.x and 3.6 • Internet Explorer versions 7, 8, 9, 10 and 11 * • Safari version 5.1.7*
HP-UX	Firefox version 3.0.x
Sun Solaris	Firefox version 3.5.x
Linux	Firefox versions 3.5.x, 10.0.5, and 10.0.12

Note:

* On Windows:

• Safari version 6.1.3 are also supported.

• Internet Explorer version 11 is supported from Performance Manager build version 11.0.9600.16476 or later.

To view the Performance Manager home page, install Adobe® Flash Player 13.0.x. In addition, add the the Performance Manager to your list of trusted sites to enable the JavaScript support for the Internet Explorer (IE) or Mozilla Firefox browser. For more information, see the *HP Performance Manager Administrator Guide*.

Java Runtime Environment (JRE) Requirements

For HP-UX

The default HP-UX configuration, specifically kernel parameters and system tunables, do not support certain types of Java applications. Applications that typically need to be tuned manually are large, server-side Java applications that run long, have large numbers of threads, and have a large ratio of client to server connects, such as Performance Manager. To resolve this, install Java Out-of-Box (JOOB), a stand-alone bundle. JOOB installs the startup (RC) scripts, modifies kernel parameters, rebuilds the kernel, and reboots the system. During startup, the startup scripts modify system tunables, thus provide better out-of-the-box behavior for Java. For more information, go to the following website:

http://www.hp.com/products1/unix/java/java2/outofbox/index.html

For more information about the patches for the HP-UX systems, go to the following web site:

http://www.hp.com/products1/unix/java/patches/index.html

For Windows

Before you install Performance Manager on Windows systems, apply the following versions of patches or more recent versions of the same:

Required Patches to support Java Runtime Environment (JRE) version 8	
Windows 2003	Windows Scripting Host version 5.6, C++ library msvcp60.dll

For more information on the patches for Windows systems, visit the following web site:

http://java.sun.com

Language Options

The Performance Manager 9.20 version is available in the English, Japanese, and Simplified Chinese languages. In localization, the user interface elements, web pages, log files are translated to English, Japanese, and Simplified Chinese. The online help and user documentation are translated to English and Japanese.

While installing Performance Manager, the installer prompts you to select the language at the beginning of the installation. You will have the option of choosing between English and the language to which your system locale is set. In an English locale, only the **English** option appears.

For example, In Japanese locale, you will have the Japanese and English language options.

Chapter 3: Installing Performance Manager

You can install Performance Manager on the Windows or HP-UX, Solaris, and Linux systems by following the procedures described in the following sections:

If OvTomcatB is installed by any other HP software product, before installing Performance Manager, make sure OvTomcatB is not configured to run in the non-privileged mode, that is without the root user privileges (HP-UX, Solaris, and Linux systems) or administrative privileges (on Windows systems). If OvTomcatB is configured to run in the non-privileged mode, modify the settings to run OvTomcatB as root user or administrator.

> **Note:** During installation, if the default http, https, Shutdown port and JK2-AJP 13 ports, that is, 8081, 8444, 8006 and 8010 respectively, are in use by any other application, the following warning message appears:
>
> INFO:Shutdown port is free
>
> INFO:HTTP Port is free
>
> WARNING:HTTPS Port is in use.Change after installation
>
> Although the installation of Performance Manager will be successful, you will not be able to access Performance Manager using the default port numbers. You need to change the default http, https, shutdown and JK2-AJP 13 port settings to access Performance Manager. For more information, see the *HP Performance Manager Administrator Guide*.

When you upgrade HP Reporter 3.70 to Reporter 3.80, the Graphing Component (GC) 4.x will not be removed from your system. When you try to install Performance Manager 9.20 on the same system, the installer prompts you to uninstall GC 4.x. To uninstall GC 4.x, run the following command at the command prompt:

```
msiexec /x {90605306-2C02-4D00-ADD1-A3D0F1573EAA} /qb
```

However, if your system has Operations Manager for Windows 7.5 installed and is upgraded to Operations Manager for Windows 8.16, GC 4.x will be automatically removed from your system.

> **Note:** While installing Performance Manager, the installer prompts you to select the language at the beginning of the installation. You will have the option of choosing between English and the language to which your system locale is set. In an English locale, only the **English** option appears.

Installing Performance Manager on Windows

You can install Performance Manager on your Windows system by using either one of the following procedures:

- "Attended Installation" below

- "Unattended Installation " on page 18

> **Note:** If you are installing Performance Manager on Windows x64, make sure that you select the installer for x64. For more information, see the *Release Notes* for the corresponding part number.

Attended Installation

To perform the attended installation, follow these steps:

1. Log on as an Administrator.

2. Insert the HP Performance Manager CD/DVD media for Windows into the CD/DVD-ROM drive. The HP Performance Manager Installation Home page appears.

3. Click **Install HP Performance Manager**.

   Or, if **Auto run** is not enabled, from the CD/DVD-ROM drive, double-click `index.html`.

   The HP Performance Manager Installation wizard appears.

   > **Note:** If you are installing Performance Manager for the first-time on your Windows system, the `ovinstallparams.ini` file containing installation parameters, is created in the system's *temporary* directory. During installation, the HP Performance Manager Installer checks for the `ovinstallparams.ini` file. If the installer detects the `ovinstallparams.ini` file on your system, a message asking if you want to reuse the values in the file appears.
   >
   > - Click **Yes** to use the values in the configuration file as default values.
   >
   > - Click **No** to overwrite the existing configuration file.
   >
   > If the file is not found, then the `ovinstallparams.ini` file is created with default values in the *temporary* directory. To save the `ovinstallparams.ini` data, copy the file to an alternate location before installing other HP Software products.

   If you have configured the locale of the system to one of these following languages: English, Japanese, and Simplified Chinese, the installer prompts you to select the language at the beginning of the installation. You will have the option of choosing the language to which your

system locale is set. If the system locale is set to any other language apart from these, the installer displays only in English.

4. On the Installation wizard, click **Next**. The License Agreement screen appears.

5. Read the terms of license agreement and select the option **I accept the terms of License Agreement**.

> **Note:** If you have other HP Software products installed on your system, the installation wizard displays the application folder path and data folder path of those products as the default directories for your Performance Manager installation. If no other HP Software Products are installed and you are installing Performance Manager for the first time, specify the folder paths for the following directories:
>
> a. The application folder path or directory, where you want to store the program files. The default application directory is `C:\Program Files\HP\HP BTO Software.`
>
> b. The data folder path or directory, where you want to store data files such as log files. On Windows 2003, the default data directory is `C:\Documents and Settings\All Users\Application Data\HP\HP BTO Software`. On Windows 2008, the default data directory is `C:\ProgramData\HP\HP BTO Software`.

6. Click **Next**. The Pre-Install Summary screen appears. This screen displays the list of components that will be installed.

7. Click **Install**.

> **Note:** If some components are already installed, you will see the **Force Repair of Already Installed Component Packages** check box during installation. You can use either of the following options:
>
> ■ Select the **Force Repair of Already Installed Component Packages** check box to reinstall the selected components, as applicable.
>
> ■ Clear the **Force Repair of Already Installed Component Packages** check box to prevent the re installation of selected components, as applicable. Clearing the check box leaves the currently installed software unchanged.

> **Note:** If the installation fails, you can roll back or quit installation. The **Roll Back** option uninstalls the components, which are already installed. Clicking **Quit** stops the installation, but does not uninstall the components installed. When you begin installing Performance Manager next time, the Installer prompts you to confirm if you want to resume the installation or uninstall the Performance Manager.

8. Click the **Details** tab and expand the components tree to view the list of components shared among Performance Manager and other HP products.

9. To view the log file on your system, click **View Log Files.**

10. Click **Done** to complete the installation. The Performance Manager icon will be created on your desktop. To start Performance Manager, double-click the **Performance Manager** icon. The HP Performance Manager Home page appears.

> **Note:** If the system requires restarting, the following message appears: You may need to restart your system for the configuration changes made to the system to take effect. Would you like to quit this installation?. It is recommended that you restart your system after installation, though it is not mandatory.

Unattended Installation

> **Note:** In the unattended installation procedure, if the ovinstallparams.ini file is available in temorary directory, then the values in the file are used as default values. Make sure this file is available before you start installation. If you want to make any changes to the file, modify it before you start installation.

To perform the unattended installation, follow these steps:

1. Log on as an administrator.

2. Open the Windows command prompt and go to the drive where the HPOvPM_9.20.000_setup.exe file is located, as shown below:

   <drive>:

   In this instance, drive is the CD/DVD-ROM drive containing the Performance Manager files.

3. Run the following command at the command prompt:

   HPOvPM_9.20.000_setup.exe -i silent

You can verify silent installation using one of the following methods:

- Open the **Windows Task Manager** > **Processes** and check if the HPOvPM_9.20.000_setup.exe is listed.

- Check the following log files that are available in the *<temp_directory>*\HPOvInstaller directory.

   HPOvPM_9.20.000_HPOvInstaller

   HPOvInstaller\PerfUtil-mm-dd-yyyy.log

Installing HP Performance Manager on HP-UX, Sun Solaris, and Linux

You can install HP Performance Manager on your HP-UX, Solaris, or Linux system by using one of the following procedures:

- "Attended Installation" below

- "Unattended Installation" on page 21

Attended Installation

You can install HP Performance Manager on your HP-UX, Solaris, or Linux systems through graphical and command line interfaces.

Installing HP Performance Manager through Graphical Interface

To install Performance Manager using X 11 interface, perform the following steps:

1. Log on as a `root` user.

2. Place the HP Performance Manager 9.20 CD/DVD-ROM media in the CD/DVD drive. If necessary, mount the CD/DVD-ROM.

3. To start installation, if you want to use the X11 terminal window, export the DISPLAY variable to point to an X11 terminal type the following command:

   `export DISPLAY=<IP_Address/sytem_name>:0.0`

4. Type the following:

   `<CD/DVD-ROM>  HPOvPM_9.20.000_setup.bin`

   The HP Performance Manager Installation wizard appears. This window displays an introductory message.

   > **Note:** If you are installing HP Performance Manager for the first-time on your HP-UX, Solaris, or Linux system, the `ovinstallparams.ini` file containing the installation parameters is created in the system's *temporary* directory. During installation, HP Installer checks for the `ovinstallparams.ini` file. If the Performance ManagerInstaller detects the `ovinstallparams.ini` file on your system, a message asking if you want to reuse the values in the file appears.

- Click **Yes** to use the values in the configuration file as default values.

- Click **No** to overwrite the existing configuration file.

If HP Installer does not find the file, the system creates the `ovinstallparams.ini` file with default values in the *temporary* directory. To save the `ovinstallparams.ini` data, copy the file to an alternate location, before installing other HP products.

If you have configured the locale of the system to one of these following languages: English, Japanese, and Simplified Chinese, the installer prompts you to select the language at the beginning of the installation. You will have the option of choosing the language to which your system locale is set. If the system locale is set to any other language apart from these, the installer displays only English.

5. On the HP Performance Manager Installation wizard, click **Next**. The License Agreement screen appears.

6. Read the terms of license agreement. To continue with installation, select **I accept the terms of License Agreement** option. The installation wizard performs install checks.

7. Click **Next**. The Pre-Install Summary screen appears. The screen displays the list of components that will be installed.

8. Click **Install**.

> **Note:** While installing, you might see the **Force Repair of Already Installed Component Packages** checkbox. You can use either of the following options:
>
> - Select the **Force Repair of Already Installed Component Packages** check box to reinstall the selected components, as applicable.
>
> - Clear the **Force Repair of Already Installed Component Packages** check box to prevent reinstallation of the selected HP Software components, as applicable. Clearing the checkbox does not change the currently installed software components.

> **Note:** If the installation fails, you can roll back or quit installation. The Roll Back option uninstalls the components, which are already installed. Clicking **Quit** stops the installation, but does not uninstall the components installed till then. When you begin installing Performance Manager next time, the Installer prompts you to confirm if you want to resume the installation or uninstall Performance Manager.

9. Click the **Details** tab and expand the components tree to view the list of components.

10. To view the log file on your system, click **View Log Files.**

11. Click **Done** to complete the installation.

> **Note:** If the system requires to be restarted, the following message appears: `You may need to restart your system for the configuration changes made to the system to take effect. Would you like to quit this installation?`. It is recommended that you restart your system after installation, though it is not mandatory.

Installing HP Performance Manager through Command Line Interface

To install Performance Manager through Command Line interface:

1. Log on as a `root` user.

2. Insert the HP Performance Manager 9.20 CD/DVD-ROM media into the CD/DVD drive. If necessary, mount the CD/DVD-ROM.

3. Run the following command:

   - If you are installing Performance Manager on a stand-alone system:

     <CD/DVDROM_mount>/HPOvPM_9.20.000_setup.bin -i console

   If you have configured the locale of the system to one of these following languages: English, Japanese, and Simplified Chinese, the installer prompts you to select the language at the beginning of the installation. You will have the option of choosing the language to which your system locale is set. If the system locale is set to any other language apart from these, the installer displays only English.

4. When the prompt, `'I accept the terms of the License Agreement'` for the License information appears, type **Y** to accept the terms and continue installation. The installer checks all the Install Requirements.

5. Click **Enter** to continue. The pre-installation summary appears.

6. Click **Enter** to continue.

When the installation is complete, you will receive a message which states that the installation was completed successfully.

Unattended Installation

To perfrom unattended installation, perform these steps:

1. Log on as a `root` user.

2. Insert the HP Performance Manager 9.20 CD/DVD-ROM media into the CD/DVD drive. If necessary, mount the CD/DVD-ROM.

3. Type the following syntax at the command prompt:

```
HPOvPM_9.20.000_setup.bin -i silent.
```

> **Note:** If the installer finds a working installation of HP Performance Manager, it will uninstall HP Performance Manager when you run the `-i silent` command. If not, it will install Performance Manager.

You can verify silent installation using one of the following methods:

- Open the **Windows Task Manager** > **Processes** and check if the `HPOvPM_9.20.000_setup.exe` is listed.

- Check the following log files that are available in the `<temp_directory>\HPOvInstaller` directory.

  ```
  HPOvPM_9.20.000_HPOvInstaller
  ```

  ```
  HPOvInstaller\PerfUtil-mm-dd-yyyy.log
  ```

Co-existence of Performance Manager 9.20 with HP Operations Manager

The scenarios for coexistence of Performance Manager 9.20 with HP Operations Manager are listed in the following table:

Scenario	Installation impact
Install Performance Manager 9.20 where HP Operations Manager with HP Operations agent version 11.13 is already available.	A message, prompting you to specify if a force installation is required, appears. On typing **Y**, the installation fails. On typing **N**, only Performance Manager related packages are installed.
Install Performance Manager 9.20 where HP Operations Manager with HP Operations agent version lower than 11.13 is already available.	The version of shared dependent components, upgrades to 11.13. For more information about the shared components, see 9.20 (Windows version) and 9.20 (HP-UX, Linux, Solaris) in "Appendix B: Components and Patches" on page 48.
Install Performance Manager 9.20 where HP Operations Manager with HP Operations agent version 11.14 is already available.	The installation installs only Performance Manager related packages.

Installation Results

You can verify if the installation was successful by following one of the following methods:

- On the HP-UX, Solaris, and Linux systems, the application directory and data directory paths appear.

- After installation, refer to files `/var/tmp/HPOvPM-9.20.000_HPOvInstaller.txt` and `/var/tmp/HPOvInstaller/PerfUtil-mm-dd-yyyy.log.0` for any installation related issues.

  In this instance, `mm` indicates the month, `dd` indicates the day, and `yyyy` indicates the year. The file name indicates the time stamp when the last install was performed.

The HP Performance Manager documentation is available in the install directory, the location specified for program files. See "Appendix A: Related Documentation" on page 47, for a comprehensive list of documentation on HP Performance Manager.

> **Note:** After you install or upgrade Performance Manager to the latest version, the files `OVPMconfig.ini` and `OVPMUsers.xml` located at `/var/opt/OV/shared/server/conf/perf/` directory includes one or more of the following messages as appropriate:
>
> - If you have installed Performance Manager 9.20 for the first time, the message will be: `Performance Manager Version 09.20.000.`
>
> - If you have upgraded from Performance Manager, version 8.20, the message will be: `Upgraded to Performance Manager Version 09.20.000.`

Installing the Performance Manager License Key

To use Performance Manager, you require a license key. When you install Performance Manager and use it for the first time, a 60-day trial license (also known as Instant On license) is granted. Within this 60-day period, you must obtain a permanent license key or a trial evaluation extension to continue using the product.

> **Note:** If you are using Performance Manager, version 8.20, with a 60-day trial license (also known as Instant-on license) and if you upgrade to Performance Manager 9.20 before the trial license expires, the version 9.20 will be installed with a new trial license for a period of 60 days. For example, if you are using Performance Manager, version 8.20, with a 60-day trial license and after 15 days you upgrade to version 9.20, Performance Manager 9.20 will be installed with a new 60-day trial license.

Procuring a Permanent License

Request a permanent license or an extension of the trial license from the website **www.webware.hp.com**. The license key is delivered to you by email.

To verify and install the license key, follow these steps:

1. Run the following command at the command prompt:

   `<bin_dir>\ovpm license`

   The status of your Performance Manager license and the `License Command>` command line prompt appears.

   > **Note:** On HP-UX, Solaris, and Linux systems, export the `DISPLAY` variable to direct the License Management GUI to the proper display window, before running the `ovpm license` command.

   If you are running Performance Manager with a trial license, the following message appears: `Instant On: Yes`, license expiration date, and the number of days left for the expiration of license appear.

   If you have installed the permanent product license, the following message appears: `HP Performance Manager has a permanent license`.

2. Run the command `gui` at the command prompt `License Command>`. The AutoPass: License Management user interface appears.
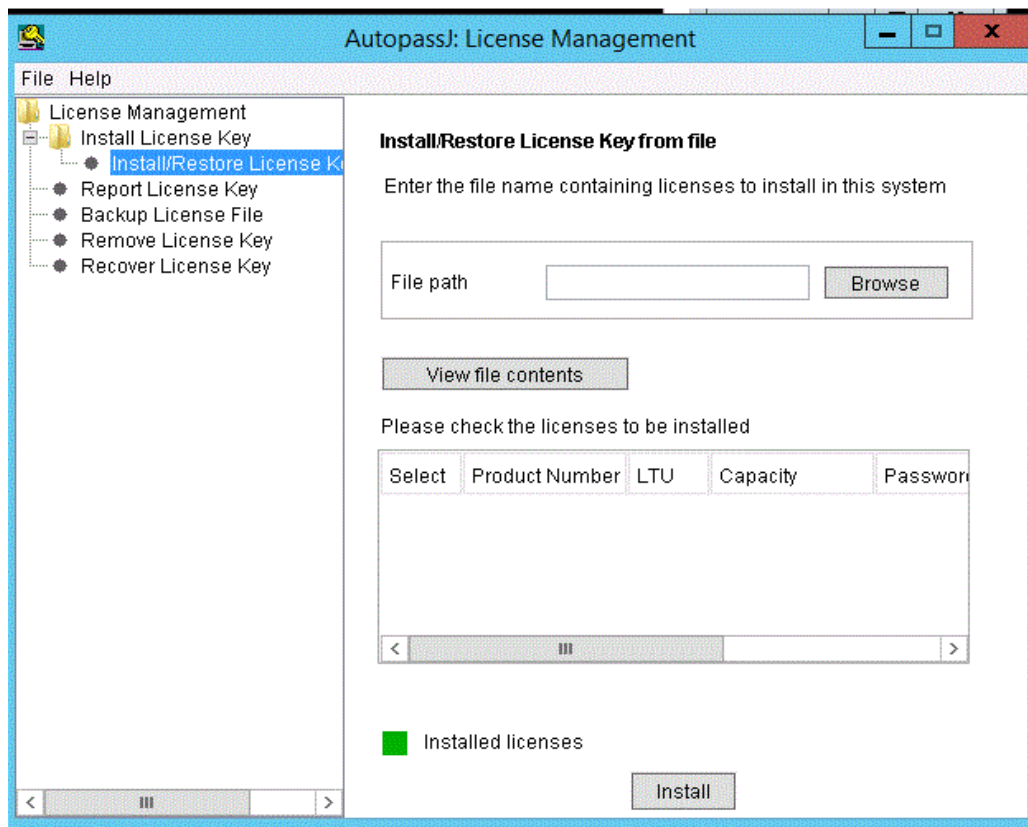
3. The AutoPass: License Management window displays the following options. Select the option which suits your requirement:

- Install License Key

  ○ Retrieve/Install License Key - Use this option to retrieve license keys for your HP software product using an Internet connection.

  ○ Install/Restore License Key from file - Use this option to install a license key from an ASCII text file.

  ○ Request License Key through Email/Fax - Use this option to request for a license key using the HP Order Number.

4. Click any of the options and continue with the steps that follow. For more information, see the *HP Autopass Online Help.*

Alternatively, if you have the license key in a ASCII text file, you can run the following commands line options to install the same:

1. Run the following command:

   `<bin_dir>\ovpm license`

   The license command prompt appears.

2. Run the following command:

   `License Command> install`

3. A message asking you to enter the input file name appears.

4. Run the file name of the text file with the complete path.

   You will receive a confirmation message once the license is installed.

Note: Following are the other options available from the Autopass: License Management user interface. For more information, see the *HP Autopass Online Help.*:

- Report License Key - Use this option to view the list of product licenses installed.

- Backup License Key - Use this option to backup license key in a file.

- Remove License Key - Use this option to remove installed license.

- Recover License Key - Use this option to add licenses which you removed using the **Remove License Key** option.

Chapter 4: Upgrading to Performance Manager 9.20

If you have HPOM installed on your system, before upgrading to Performance Manager version 9.20, make sure you have HPOM for Windows, version 9.00 or higher, and HPOM for UNIX, version 9.00 or higher on your system.

Note:

1. In case you have modified the contents in the `<install_dir>/newconfig` directory, it is recommended that you save the `VPI_Graphs` template files available in the `<install_dir>/newconfig` directory to another location before upgrading to Performance Manager 9.20. HP Installer replaces these files while upgrading.

2. You cannot upgrade from earlier versions of Performance Manager (5.X, 6.X, and 8.00) to version 9.20 directly. If you want to upgrade from earlier versions of Performance Manager to version 9.20, you must first upgrade to version 8.20 and then upgrade to version 9.20. For instructions, see the *HP Performance Manager Installation and Upgrade Guide, version 8.20*.

3. If you are using Performance Manager, version 8.20, with a 60-day trial license (also known as Instant-on license) and if you upgrade to Performance Manager 9.20 before the trial license expires, the version 9.20 will be installed with a new trial license for a period of 60 days. For example, if you are using Performance Manager, version 8.20, with a 60-day trial license and after 15 days you upgrade to version 9.20, Performance Manager 9.20 will be installed with a new 60-day trial license. For more information on licensing for Performance Manager, see .

Note: If you have upgraded from Performance Manager version 8.20 to 9.20, you will find that the out-of-the-box graph structure is modified. The Family name of the out-of-the-box performance graph templates is renamed from Performance History to Systems Infrastructure . The graph templates are restructured into new categories. New graph templates and categories are added. For more information on the new architecture of the out-of-the-box graph templates, see *HP Performance Manager Tutorials*.

Note: If you want to view the earlier architecture of the out-of-the-box graph template, in the Performance Manager user interface, see *HP Performance Manager Administrator Guide*.

Upgrading from Performance Manager version 8.20 or 9.00

If the Performance Manager Installer detects the presence of Performance Manager 8.20 or 9.00 on your system and automatically upgrade to Performance Manager 9.20.

> **Note:** Performance Manager 8.20 is not available on Linux. However, Performance Manager 8.21 is available on Linux.

Upgrading to Performance Manager 9.20 on Windows

To upgrade to Performance Manager 9.20, follow these steps:

1. Insert the HP Performance Manager 9.20 CD/DVD for Windows on the CD/DVD-ROM drive. The HP Performance Manager Installation Home page appears.

2. Click **Install HP Performance Manager**.

   Or

   On the CD/DVD-ROM drive, double-click `HPOvPM_9.20.000_setup.exe`. The HP Performance Manager Installation wizard that displays the location of the media files and log files appears.

3. Click **Next**. The License Agreement screen appears.

4. Read the terms of license agreement and select the 'I accept the terms of License Agreement' option.

5. Click **Next**. The Installer checks for the installation requirements. When the installation requirements check is complete, click **Next**. The Pre-Install Summary screen appears. This screen displays the list of components that will be installed with Performance Manager.

6. Click **Upgrade.**

7. Click the **Details** tab and expand the components tree to view the list of components.

8. Click **Done** to complete the upgrade process. The Performance Manager, version 8.20 or 9.00, will be upgraded to Performance Manager 9.20, and a desktop icon for the same will be created. To start Performance Manager, double-click the **Performance Manager** icon. The HP Performance Manager Home page appears.

Upgrading to Performance Manager 9.20 on HP-UX, Solaris, and Linux

To upgrade to Performance Manager through the command line interface, follow these steps:

1. Log on as a `root` user.

2. Insert the HP Performance Manager 9.20 CD/DVD-ROM into the CD/DVD drive. If necessary, mount the CD/DVD-ROM.

3. Run the following command:

   <CD/DVDrom_mount>/HPOvPM_9.20.000_setup.bin -i console

4. When the installer prompts you to continue with installation, press **Enter**. The prompt, 'I accept the terms of the License Agreement' for the License information appears.

5. Type **Y** to accept the terms and continue installation. The installer checks if your system meets the installation requirements.

6. Press **Enter** to continue with installation. The pre-installation summary details such as the name and version of the application being installed, application directory and data directory paths appear.

7. Press **Enter** to continue with installation.

Upgrading to Performance Manager through X11 interface

Perform the following steps:

1. Log on as a `root` user.

2. Insert the HP Performance Manager 9.20 CD/DVD-ROM into the CD/DVD drive. If necessary, mount the CD/DVD-ROM.

3. Export the DISPLAY variable to point to a X11 terminal.

4. Run the following command:

   <CD/DVDrom_mount>/HPOvPM_9.20.000_setup.bin

   The HP Performance Manager Installation wizard appears, click **Next**. The License Agreement screen appears.

5. Read the terms of license agreement. To continue with installation, select **I accept the terms of License Agreement** option.

6. Click **Next**. The Pre-Install Summary screen appears. The screen displays the list of components that will be upgraded.

7. Click **Upgrade.**

> **Note:** While installing, you might see the **Force Repair of Already Installed Component Packages** check box. You can use either of the following options:
>
> - Select the **Force Repair of Already Installed Component Packages** check box to reinstall the selected components,
>
> - Clear the **Force Repair of Already Installed Component Packages** check box to prevent re installation of the selected HP Software components. Clearing the check box does not change the currently installed software components.

> **Note:** If the upgrade fails, you can roll back or quit upgrade. The **Roll Back** option uninstalls the components, which are already installed. Clicking **Quit** stops the upgrade, but does not uninstall the components installed till then. When you begin upgrading Performance Manager next time, the Installer prompts you to confirm if you want to resume the upgrade or uninstall Performance Manager.

8. Click the **Details** tab and expand the components tree to view the list of components.

9. To view the log file on your system, click **View Log Files.**

10. Click **Done** to complete the installation.

Upgrade Results

You can verify if the upgrade was successful, using one of the following methods:

- On the HP-UX, Solaris, and Linux systems, the application directory and data directory paths are displayed.

- On the Windows systems, the `HP\HP BTO Software\Performance Manager` folder is added to the **Start > Programs** menu on the Windows systems.

- Post upgrade related log files are available in the `<temp_directory>`/`HPOvInstaller` directories. The log files also contain appropriate messages. The format of the file name of log file is `PerfUtil-MM-dd-yyyy.log.0`.

  In this instance, `MM` indicates the month, `dd` indicates the day, and `yyyy` indicates the year. The file name indicates the time stamp when the last upgrade was performed.

The HP Performance Manager documentation is available in the install directory, the location specified for program files. , for a comprehensive list of documentation on HP Performance Manager.

> **Note:** After you install or upgrade Performance Manager to the latest version, the files `OVPMconfig.ini` and `OVPMUsers.xml` includes one or more of the following messages as

appropriate:

- If you have installed Performance Manager 9.20 for the first time, the message will be:
`Performance Manager Version 09.20.000`.

- If you have upgraded from Performance Manager 8.20 or 9.00, the message will be: `Upgraded to Performance Manager Version 09.20.000`.

Chapter 5: Installing Performance Manager 9.21

Ensure Performance Manager 9.20 is installed before installing Performance Manager 9.21. You must install the Component Patch 7 for Java 8 compatibility. You can choose to install the Component Patch 7 either before or after installing Performance Manager 9.21.

> **Note:** You must disable the compatibility mode in Internet Explorer 10 or later to view the Real Time View. For more information, see the section Configuring Browser Settings.

You can download the Performance Manager 9.21 from https://softwaresupport.hp.com/group/softwaresupport/.

The patch files for each of the operating system are as follows:

Operating system	Performance Manager 9.21 Patch files
HP-UX	HPPM9I_00005.depot
Linux	HPPM9L_00005.tar
Solaris	HPPM9S_00005.tar
Windows	HPPM9W_00005.EXE

Installing Performance Manager 9.21 on HP-UX

1. Create a back up of your system information.

2. Log on as root user.

3. Copy the `HPPM9I_00005.depot` to a *Temp* folder.

4. Change directory to the *Temp* folder and the following command to extract:

   ```
   sh HPPM9I_00005
   ```

5. To install the patch, run the following command:

   ```
   swinstall -x autoreboot=true -x patch_match_target=true \-s /tmp/HPPM9I_
   00005.depot
   ```

> **Note:** By default, the `swinstall` command will archive the original software in `/var/adm/sw/save/HPPM9I_00005`. If you do not want to retain a copy of the original software, include the `patch_save_files` option in the above swinstall command:

```
-x patch_save_files=false
```

Caution: If you set the `patch_save_files = false` while installing the Performance Manager 9.21, then you will not be able to uninstall the Performance Manager 9.21.

Installing Performance Manager 9.21 on Linux

1. Create a back up of your system information.

2. Log on as root user.

3. Copy the `HPPM9L_00005.tar` to a *Temp* folder.

4. Change directory to the *Temp* folder and run the following command to untar.

   ```
   cp patch_source/HPPM9L_00005.tar

   tar xvf HPPM9L_00005.tar
   ```

5. To install Performance Manager 9.21, run the following command :

   ```
   cd /tmp/HPPM9L_00005

   ./install_patch
   ```

6. To get options for installing the patch, run the following command:

   ```
   cd /tmp/HPPM9L_00005

   ./install_patch -help
   ```

Installing Performance Manager 9.21 on Solaris

1. Create a back up of your system information.

2. Log on as root user.

3. Copy the `HPPM9S_00005.tar` to a *Temp* folder.

4. Change directory to the *Temp* folder and run the following command to untar.

   ```
   cp patch_source/HPPM9S_00005.tar

   tar xvf HPPM9S_00005.tar
   ```

5. Run the following command to install Performance Manager 9.21:

```
cd /tmp/HPPM9S_00005

./install_patch
```

The `install_patch` command (on Linux and Solaris) or `swinstall` command (on HP-UX):

- Extraction of the content from the tar file

- Creates of the `HPPM9S_00005.install` directory

- Completes of the PM 9.21 installation

- Creates a back up of the original patch software to the following location:

  HP-UX: */var/adm/sw/save/HPPM9I_00005*

  Linux: */opt/OV/patches/HPPM9L_00005/*

  Solaris: */var/opt/OV/patches/HPPM9S_00005/orig*

Installing Performance Manager 9.21 on Windows

1. Create a back up of your system information.

2. Run the `HPPM9W_00005.EXE`

   > **Note:** If you select to save the original files, files will be copied to `<OpenView install directory>\Patches\HPPM9W_00005\orig`
   >
   > For example, `D:\OpenView\Patches\HPPM9W_00005\orig`

Configuring Browser Settings

In Internet Explorer version 10 or later, you must disable the compatibility mode your browser to be able to view the HP Performance Manager - Real Time View.

1. From the Internet Explorer, click **Tools** > **Compatibility View Settings**.

2. Under the Websites you've added to Compatibility View section, select the Performance Manager website and click **Remove**.

3. Clear the **Display intranet sites in Compatibility View** check box.

4. Click **Close**.

5. Relaunch the Performance Manager.

Installing Component Patch 7

You can download the Component Patch 7 from
https://softwaresupport.hp.com/group/softwaresupport/ for Java support.

Following are the patch files for each of the platform:

Operating system	Component Patch
HP-UX	HPPM8X9XCPI_00007.tar
Linux	HPPM8X9XCPL_00007.tar
Windows	HPPM8X9XCPW_00007.zip

On HP-UX and Linux

To install component patch 7, follow the steps:

1. Log on as root user.

2. Copy the component patch 7 to a *Temp* folder and run the following command to untar:

   HP-UX: `tar -xvf HPPM8X9XCPI_00007.tar`

   Linux: `tar -xvf HPPM8X9XCPL_00007.tar`

3. To stop the `ovc` processes, run the following command:

   `/opt/OV/bin/ovc -stop`

   > **Note:** If the processes fails to stop, run the following command to kill the process:
   >
   > `/opt/OV/bin/ovc -kill`

4. Change directory to the *Temp* folder.

5. To install, run the following command :

   `./install_patch.sh`

6. To start the `ovc` processes, run the following command:

   `/opt/OV/bin/ovc -start`

On Windows

To install component patch 7, follow the steps:

1. Log on as an Administrator.

2. Copy the *HPPM8X9XCPW_00007.zip* to a *Temp* folder and unzip.

3. To stop the `OvCtrl` services, run the following command:

   ```
   ovc -stop
   ```

   > **Note:** If the processes fails to stop, run the following command to kill the process:
   >
   > ```
   > ovc -kill
   > ```

4. Stop the `HPOvTrcSvc` service from the windows service console.

5. Change directory to the *Temp* folder.

6. Run the **install_patch.bat**

7. To start the OvCtrl services, run the following command:

   ```
   ovc -start
   ```

8. Start the `HPOvTrcSvc` service from the windows service console.

Chapter 6: Installing Performance Manager on a Cluster Environment

You can install Performance Manager on Windows, HP-UX, Solaris, or Linux cluster environments by following the procedures described in the following sections. The HP Performance Manager installation wizard does not detect a cluster environment:

- See "On a Windows Cluster" on the next page

- See "Installing Performance Manager on a HP-UX, Solaris, or Linux Cluster" on page 41

If you are using HP Performance Manager with HP Operations Manager (HPOM) for Windows or UNIX, then HPOM has to be installed and configured before installing Performance Manager.

System Requirements

Before installing Performance Manager, make sure that the "Installation Requirements" on page 10 are met on each node of the cluster.

Requirements to Install Performance Manager on a Cluster

To set up Performance Manager on a cluster, make sure the following resources are available:

- Minimum two node server cluster

- Shared disk to store the Performance Manager configuration files

- At least one dedicated static IP address resolving to the cluster's virtual server name

Prerequisites

If you do not have HP Operations Manager installed on the system, before installing Performance Manager on a cluster you need to prepare your file system for data directory. For instructions, refer to the procedures described in the following sections:

- See "Preparing File System for Data Directory on a Windows Node" on page 38.

- See "Preparing File System for Data Directory on a HP-UX, Solaris, and Linux Node" on page 41.

If you have HP Operations Manager installed on a cluster, you need not prepare the file system and you can proceed with the installation. For instructions, refer to the procedures described in the following sections:

- See "On a Windows Cluster" below.

- See "Installing Performance Manager on a HP-UX, Solaris, or Linux Cluster" on page 41.

> **Note:** Do not start the installation on multiple nodes on the same cluster simultaneously. You must install Performance Manager on one node at a time.

> **Note:**
>
> - If HPOM is installed on the cluster system, Performance Manager has to be configured on the same resource group.
>
> - If Performance Manager and Reporter are installed on your system, then you can either configure the same resource group or configure different resource groups for both Performance Manager and Reporter.

On a Windows Cluster

To run Performance Manager on a cluster, Performance Manager must be installed on all the nodes of the cluster. To install Performance Manager 9.20 on a cluster system, perform the following tasks:

Task 1

If you are installing Performance Manager on a node where HPOM is installed:

1. For more information about instructions to install, see "Installing Performance Manager on Windows" on page 16. Do not make any configuration changes.

2. Go to Step 9.

Task 2

If you are installing Performance Manager on a node where HPOM is not installed

You need to prepare the file system. For instructions, "Preparing File System for Data Directory on a Windows Node" on the next page. After you prepare the file system, you can proceed with the installation. For more information about installation instructions, see "Installation Steps After Preparation of File System on Windows" on the next page.

Preparing File System for Data Directory on a Windows Node

1. Identify the location on the cluster's shared drive where you want the *<PM_data_dir>*.

2. Create the directory structure. For example: If you want `R:\HP` as your data directory, then create the complete directory structure on the shared cluster drive, `R:\HP\`*<data _dir>*.

Installation Steps After Preparation of File System on Windows

After you prepare the file system for data directory, to install Performance Manager, perform the following tasks:

1. Type the following syntax on the command prompt:

   `HPOvPM_9.20.00_setup.exe`

   The HP Performance Manager Installation wizard appears.

   > **Note:** If you are installing Performance Manager for the first-time on your Windows system, the `ovinstallparams.ini` file containing installation parameters, is created in the system's *temporary* directory. During installation, the HP Software Installer checks for the `ovinstallparams.ini` file. If the installer detects the `ovinstallparams.ini file` on your system, a message asking if you want to reuse the values in the file appears.
   >
   > ▪ Click **Yes** to use the values in the configuration file as default values.
   >
   > ▪ Click **No** to overwrite the existing configuration file.
   >
   > If the Installer does not find the file, the installer creates the `ovinstallparams.ini` file with default values in the *temporary* directory. To save the `ovinstallparams.ini` data, copy the file to an alternate location before installing other HP Software products.

   If you have configured the locale of the system to one of the following languages: English, Japanese, and Simplified Chinese, the installer prompts you to select the language at the beginning of the installation. You will have the option of choosing the language to which your system locale is set. If the system locale is set to any other language apart from these, the installer displays only English.

2. On the Installation wizard, click **Next**. The License Agreement screen appears.

3. Read the terms of license agreement and select the **'I accept the terms of License Agreement'** option.

> **Note:** If you have other HP Software products installed on your system, the installation wizard displays the application folder path and data folder path of those products as the default directories for your Performance Manager installation. If no other HP products are installed and you are installing Performance Manager for the first time, specify the folder paths for the following directories:
>
> a. The application folder path or directory, where you want to store the program files. The default application directory is `C:\Program Files\HP\HP BTO Software`.
>
> b. The data folder path or directory, where you want to store data files such as log files. On Windows 2003, the default data directory is `C:\Documents and Settings\All Users\Application Data\HP\HP BTO Software`. On Windows 2008, the default data directory is `C:\ProgramData\HP\HP BTO Software`.

4. Click **Next**. The Pre-Install Summary screen appears. This screen displays the list of components that will be installed.

5. Click **Install**.

> **Note:** If some components are already installed, you will see the Force Repair of Already Installed Component Packages check box during installation. You can use either of the following options:
>
> ■ Select the **Force Repair of Already Installed Component Packages** check box to reinstall the selected components, as applicable.
>
> ■ Clear the **Force Repair of Already Installed Component Packages** check box to prevent the re installation of selected components, as applicable. Clearing the check box leaves the currently installed software unchanged.

> **Note:** If the installation fails, you can roll back or quit installation. The Roll Back option uninstalls the components, which are already installed. Clicking **Quit** stops the installation, but does not uninstall the components installed till then. When you begin installing Performance Manager next time, the Installer prompts you to confirm if you want to resume the installation or uninstall Performance Manager.

6. Click the **Details** tab and expand the components tree to view the list of components shared among Performance Manager and other HP products.

7. To view the log file on your system, click **View Log Files.**

8. Click **Done** to complete the installation. The Performance Manager icon will be created on your Desktop. To start Performance Manager, double-click the **Performance Manager** icon. The HP Performance Manager Home page appears.

> **Note:** If the system requires to be restarted, the message, 'You may need to restart your system for the configuration changes made to the system to take effect. Would you like to quit this installation?' appears. It is recommended that you restart your system after installation, though it is not mandatory.

9. To verify the installation, see "Installation Results" on page 22.

10. Make sure that the Performance Manager home page is accessible through a browser. You need to specify the name or IP address of the node in the URL.

    Example: http://xyz.abc.hp.com:8081/OVPM

11. Stop Performance Manager, by typing the following syntax at the command prompt:

    ```
    ovc -stop ovtomcatB
    ```

12. Move the resource group which contains the shared drive to the next node.

13. Verify if the shared drive is accessible from this node of the cluster.

14. Repeat step 1 to step 11 on all nodes of the cluster.

15. After you install Performance Manager, start Performance Manager on all the nodes by typing the following syntax at the command prompt:

    ```
    ovc -start ovtomcatB
    ```

16. After installing Performance Manager on all the nodes, make sure that the Performance Manager home page is accessible through a browser. You need to specify the virtual name or virtual IP address of the cluster in the URL:

    Syntax:

    http://*<clustername>:8081*/OVPM

    http://*<clusterIPaddress>:8081*/OVPM

    If you are using the Performance Manager icon on the desktop to open Performance Manager, you must modify the shortcut to point to the cluster name or IP address. By default the shortcut will point to the name or IP address of the physical node.

> **Note:** If you are configuring Performance Manager, make sure the configuration changes are consistent across all the nodes of the cluster. For more information, see *HP Performance Manager Administrator Guide*.

Preparing File System for Data Directory on a HP-UX, Solaris, and Linux Node

To prepare the file system for the data directory, follow these steps:

1. Create the directories `<OVDataDir>/shared/server`. The default data directory (OVDataDir) is: `/var/opt/OV/conf/perf`. You cannot specify an alternate directory.

2. Prepare mount points for the shared drive:

   `/var/opt/OV/shared/server`

Make sure that the mount has *write* permissions for a `root` user. After you mount the file system, you can proceed with the installation.

Installing Performance Manager on a HP-UX, Solaris, or Linux Cluster

To run Performance Manager on a cluster, Performance Manager must be installed on all nodes of a cluster. To install Performance Manager 9.20 on a cluster system, perform the following tasks:

1. If you are installing Performance Manager on a node where HPOM is installed, go to step 2. If you are installing Performance Manager on a node where HPOM is not installed, you need to prepare the file system for data directory. For instructions on preparing a file system, refer to the section "Preparing File System for Data Directory on a HP-UX, Solaris, and Linux Node" above.

2. Install Performance Manager 9.20 on this node. For installation instructions, see "Installing HP Performance Manager on HP-UX, Sun Solaris, and Linux" on page 19. Do not make any configuration changes.

3. To verify the installation on all the nodes, see "Installation Results" on page 22.

4. Make sure that the Performance Manager 9.20 home page is accessible through a browser. You need to specify the name or IP address of the primary node of the cluster in the URL.

   Example: http://xyz.abc.hp.com:8081/OVPM

5. Stop Performance Manager 9.20, by typing the following syntax at the command prompt:

   `ovc -stop ovtomcatB`

6. Move the resource group which contains the shared disk to the next node.

7. Verify if the shared drive is accessible from this node of the cluster.

8. Repeat step 1 to step 5 on all nodes of the cluster.

9. After you install Performance Manager on all the nodes, start Performance Manager on all the nodes by typing the following syntax at the command prompt:

```
ovc -start ovtomcatB
```

10. After installing Performance Manager on all the nodes, make sure that the Performance Manager home page is accessible through a browser. You need to specify the virtual name or virtual IP address of the cluster in the URL:

http://*<clustername>*:8081/OVPM

http://*<clusterIPaddress>*:8081/OVPM

> **Note:** If you are configuring Performance Manager, make sure the configuration changes are consistent across all the nodes of the cluster. For information, see *HP Performance Manager Administrator Guide*.

Upgrading to Performance Manager 9.20 Installed on a Cluster

You can upgrade to Performance Manager 9.20 installed on all the nodes, one node at a time. For more information about instructions procedures, see the section .

Chapter 7: Uninstalling the Performance Manager 9.21

Uninstalling the patch must be done in the reverse order of the patch installation.

> Following is an example of the order on Windows:
>
> The order for installing the patches - `HPPM9W_00001` >> `HPPM9W_00002` >> `HPPM9W_00003` >> `HPPM9W_00004`>> `HPPM9W_00005`.
>
> The order of uninstalling the patches - `HPPM9W_00005` >> `HPPM9W_00004` >> `HPPM9W_00003` >> `HPPM9W_00002` >> `HPPM9W_00001`.

If patches are uninstalled in random order, then the result is inconsistent state of the product.

To uninstall Performance Manager 9.21, run the following command:

HP-UX: `swremove HPPM9I_00005`

Linux: */opt/OV/patches/HPPM9L_00005/deinstall_patch*

Solaris: */var/opt/OV/patches/HPPM9S_00005/deinstall_patch*

Windows: You can uninstall from **Control Panel**.

After uninstalling the Performance Manager 9.21, you must install the hotfix 9.20.007 for Java 8 supportability.

Chapter 8: Uninstalling HP Performance Manager

You can remove Performance Manager installed on your Windows, HP-UX, Solaris, or Linux systems by using the procedures described in the following sections:

- "Uninstalling HP Performance Manager on Windows" below

- "Uninstalling HP Performance Manager on HP-UX, Solaris, and Linux" on the next page

Uninstalling HP Performance Manager on Windows

You can uninstall HP Performance Manager on your Windows system by using any of the following procedures:

- Attended Uninstallation

- Unattended Uninstallation

Attended Uninstallation

To uninstall Performance Manager using the Uninstallation wizard, follow these steps:

1. Stop HP Performance Manager, if it is running.

2. Go to **Start > Settings > Control Panel**.

3. Double-click **Add or Remove Programs**.

4. Select **HP Performance Manage**r.

5. Click **Change/Remove** to uninstall. The HP Performance Manager Uninstallation wizard appears.

6. Select the **Uninstall** option.

7. Click **Next.** The Pre-uninstall summary screen appears.

8. Click **Uninstall.** The wizard starts uninstalling Performance Manager.

9. Click **Done** to complete uninstallation.

Unattended Uninstallation

To uninstall Performance Manager through command prompt, follow these steps:

1. Open the Windows command prompt and type the name of the drive, where the HP Performance Manager `HPOvPM_9.20.000_setup.exe` file is located, as shown below:

   <drive>:

   In this instance, drive is the location of Performance Manager files.

2. Run the following command.

   <drive>`/HPOvPM_9.20.000_setup.exe -i silent`

Uninstalling HP Performance Manager on HP-UX, Solaris, and Linux

1. Log on as `root` user.

2. Change to the directory `/opt/OV/Uninstall/HPOvPM.`

3. Run the uninstallation.

   - To use an X11 interface, export the DISPLAY variable to point to an X11 terminal if necessary. Then run the command:

     `./setup.bin`

   - To use a command line interface, run the command:

     `./setup.bin -i console`

   - To perform a silent uninstallation, run the command:

     `./setup.bin -i silent`

4. Select **Uninstall**.

   Note: This step is not applicable for silent uninstallation.

Removing Configurations and User Graph Templates

Removing Performance Manager does not remove configurations or user graph templates. You need to manually remove the files from the data directory.

Removing Performance Manager Files using the Clean-up Script

After removing Performance Manager components, you must run the following clean-up script. This following script is available in the `<install_dir>\support:` directory:

On Windows: `clnup_ovpm.bat`

On UNIX: `clnup_ovpm.sh`

The clean-up script removes the following files from `<PM_data_dir>\conf\perf`:

- `OVPMconfig.ini`

- `OVPMUsers.xml`

- `OVPMSystems.xml`

- `ovpm.tcf`

- `VPI_GraphsUserFavorites.txt`

- `OVPMReportTemplate.htm`

- Any folder which starts with the name "`VPI_`".

Removing HP Performance Manager

For instructions to uninstall Performance Manager, see . While uninstalling Performance Manager from the last node of the cluster, make sure that the shared drive is active on the last node.

Appendix A: Related Documentation

Information on Performance Manager is available from several sources. The context-sensitive help system is the primary source of information on how to use Performance Manager. When you install Performance Manager on your system, the Installation Guide and Release Notes will also be installed.

Document	Location	Purpose
Context-Sensitive Online Help	• Available on Performance Manager Help drop-down menu • Context-sensitive help pages are available for the respective screens and can be viewed by clicking the Help buttons on screens and dialog boxes.	To guide the user to perform the following tasks: • Drawing various types of graphs using out-of-the-box templates • Designing instance comparison, system comparison and multi-source graphs • Editing an existing graph definition and saving it as a user-defined graph • Drilling down to view data at the required granularity • Adding graphs to the Favorites list • Deleting Graphs
Tutorials	Performance Manager Help drop-down menu	To provide step-by-step instructions on configuring and performing various tasks in Performance Manager.
Administration Guide		To provide information on configuring data sources, secure communication, using batch parameters, managing customers, users, logons, nodes and so on.
Release Notes		To provide information on Performance Manager 9.20 release.

Appendix B: Components and Patches

The components and patches available with installation package of various versions of Performance Manager are listed in the following table:

Product Version / Patches	Components/ Component Dependencies/ Patches
8.20	• HPOvXpl-06.10.035 • HPOvTomcatB-06.00.019 • HPOvSecCo-06.10.015 • HPOvSecCC-06.00.055 • HPOvPM-08.20.000 • HPOvLczC-06.10.010 • HPOvLcko-06.10.010 • HPOvLcja-06.10.010 • HPOvJxpl-06.10.035 • HPOvJsec-06.10.015 • HPOvJREB-01.06.001 • HPOvJPacc-10.50.120 • HPOvJbbc-06.10.105 • HPOvGC-08.20.000 • HPOvCtrl-06.10.015 • HPOvBbc-06.10.105

Product Version / Patches	Components/ Component Dependencies/ Patches
8.21 (Linux version)	• HPOvBbc - 06.10.105 • HPOvJsec - 06.10.015 • HPOvSecCC - 06.00.055 • HPOvCtrl - 06.10.015 • HPOvJxpl - 06.10.035 • HPOvSecCo - 06.10.015 • HPOvGC - 08.21.000 • HPOvLcja - 06.10.010 • HPOvTomcatB - 06.00.020 • HPOvJbbc - 06.10.105 • HPOvLcko - 06.10.010 • HPOvXpl - 06.10.035 • HPOvJPacc - 11.00.006 • HPOvLczC - 06.10.010 • HPOvJREB - 01.06.001 • HPOvPM - 08.21.000

Product Version / Patches	Components/ Component Dependencies/ Patches
9.00	• HPOvBbc - 11.00.043 • HPOvJbbc - 11.00.043 • HPOvCtrl - 11.00.043 • HPOvJsec - 11.00.043 • HPOvSecCo - 11.00.043 • HPOvGC - 09.00.000 • HPOvJxp - 11.00.043 • HPOvXpl - 11.00.043 • HPOvJPacc - 11.00.043 • HPOvTomcatB - 06.00.029 • HPOvJREB - 01.06.006 • HPOvSecCC - 11.00.043 • HPSpiInfG - 01.60.063 • HPOvLic - 06.00.013 • OvAgtLc - 11.00.043 • HPOvPM - 09.00.000
9.20 (Windows version)	• HPSharedComp-11.13.007 • HPOvJREB-01.07.025 • HPOvGC-09.90.000 • HPOvTomcatB-07.00.054 • HPSpiInfG-11.11.030 • HPOvPM-09.20.000

Product Version / Patches	Components/ Component Dependencies/ Patches
9.20 (HP-UX, Linux, Solaris)	• HPOvBbc - 11.13.007 • HPOvJbbc - 11.13.007 • HPOvCtrl - 11.13.007 • HPOvJsec - 11.13.007 • HPOvSecCo - 11.13.007 • HPOvJxp - 11.13.007 • HPOvXpl - 11.13.007 • HPOvJPacc - 11.13.007 • HPOvSecCC - 11.13.007 • HPOvAgtLc-11.13.007 • HPOvJREB - 01.07.025 • HPOvGC - 09.90.000 • HPOvTomcatB - 07.00.054 • HPSpiInfG - 11.11.030 • HPOvPM - 09.20.000

Appendix C: Patch Commands

Site Specific Patch

You can use the following command to deploy a site specific patch (hotfix) for Performance Manager:

`ovpm deploywar "<Location>"` - To deploy and extract Performance Manager `war` file. Before using this command, refer to the readme file associated with the site specific patch for detailed information. In this instance, *location* refers to the location of the war file. When you use this command, all the graphs generated by `ovpmbatch` will be deleted. This option automatically does the following:

1. Stops Performance Manager application.

2. Extracts the `Perf.war` file from the location specified to `<Install_dir>`/www/webapps/OVPM. This file contains the binaries for Performance Manager.

   > **Note:** By default, if you do not specify the location, the `Perf.war` file is extracted from the location `<Install_Dir>`/newconfig/OVPM to `<Install_dir>`/www/webapps/OVPM.

3. Starts Performance Manager application.

Appendix D: Cluster Terminologies

Resource Group

In cluster environments such as VERITAS Cluster, Sun Cluster or MC/ServiceGuard, applications are represented as compounds of resources. The resources constitute a Resource Group, which represents an application running in a cluster environment.

The terminologies for a resource group are different in various cluster environment, see "Table 1 Resource Group in cluster environments" below for a list of terms on different cluster environments. Instead of cluster specific terms, High Availability (HA) Resource Group is used in this document as a generic term for a resource group in a cluster environment. Performance Manager is cluster-aware and requires a dedicated resource group.

Table 1 Resource Group in cluster environments

Cluster Environment	Abbreviation	HA Resource Group Represented As...
MC ServiceGuard	MC/SG	Package
VERITAS Cluster Server	VCS	Service Group
Sun Cluster	SC	Resource Group
Microsoft Server Cluster	MSCS	Resource Group

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