

HP OpenView Operations for Windows

Upgrade Guide for OVO 6.x

Windows® Operating System



Manufacturing Part Number: pdf only

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Please visit the HP OpenView website at:

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There you will find contact information and details about the products, services, and support that HP OpenView offers.

You can go directly to the HP OpenView eCare website at:

<http://support.openview.hp.com/>

The eCare support site includes:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

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Read This First

This guide is intended as the starting point for existing customers who are upgrading to HP OpenView Operations 7.5 for Windows from HP VantagePoint 6.x for Windows. The migration to OpenView Operations 7.5 for Windows must be made using the following steps:

- Migrate to OVO (VPO) 6.10 (if applicable)
- Migrate to OVO 7.21
- Migrate to OVO 7.5

Before You Begin the Upgrade

Before proceeding with the upgrade, ensure that you have completed the following steps:

- 1 If you are migrating from VPO 6.0, and have a support contract, contact HP support to obtain the OVO (VPO) 6.10 software.



You must first upgrade to OVO 6.10, following the instructions in the OVO 6.10 documentation. Thoroughly read chapters 2 through 5 in this document.

- 2 Obtain the OVO for Windows 7.21 software. Customers with support contracts can download the software from the support website. Otherwise, the product can be ordered from HP until it is obsoleted. If it is no longer available, contact HP support for further information.
- 3 Read the upgrade documentation for each required step. The locations of the required documents are listed in [Reference Documentation](#).
- 4 Read the documentation that was provided for the Smart Plug-ins (SPIs) that you have installed and follow those instructions. Custom policies and tools are not automatically migrated during the upgrade, and the SPI documentation will tell you how to migrate them.

The online help for the Windows OS SPI shows you how to find a listing of all the new policies, tools, and reports in OVO 7.x

Reference Documentation

Extensive information about HP OpenView Operations for Windows is available on the installation media. Each OVO component also provides a help system that explains product features and uses.

The *HP OpenView Operations for Windows Installation Guide Version 7.5* contains detailed OVO 7.5 installation information and an overview of how to use other HP OpenView products with OVO 7.5. This manual can be found on the OVO 7.5 product CDs, and on the OVO management server.

The migration from OpenView Operations for Windows version 6.0 to version 6.1 is explained in the *HP OpenView Operations for Windows Upgrade Guide*. This manual can be found on the OVO 6.1 product CDs and on the OVO 6.10 management server.

The migration from OpenView Operations for Windows version 6.10 to version 7.21 is explained in the *HP OpenView Operations/Performance for Windows Upgrade Guide*. This manual can be found on the OVO 7.21 product CDs and on the OVO 7.21 management server.

The migration from OpenView Operations for Windows version 7.21 to version 7.5 is explained in the *HP OpenView Operations for Windows Upgrade Guide*. This manual can be found on the OVO 7.5 product CDs and on the OVO 7.5 management server.

Upgrading from OVO 6.x

Changes and Requirements for Upgrading

It is important to understand the following changes and requirements in the OVO 7.x product that can affect the upgrade:

- Windows NT is no longer a supported platform for the OVO 7.x management server and consoles. An agent for the Windows NT platform continues to be available.
- There is a web-based graphical user interface to provide easier access to your management data from anywhere in your enterprise.
- There is a combined event/performance/discovery agent.
- There is a common multi-platform performance agent component replacing the Measurement Data Collector (MDC).
- There is a new reporting and graphing capability.
- The number of policy types has changed. Once you install OVO 7.x, you can find a list of the new policy types through the online help.
- MDC policies and Application Response Measurement (ARM) policies are not used in OVO 7.x.

- The SPIs for OVO 7.x have been changed. The SPIs provided with OVO 6 do not work with OVO 7.x. If you are using SPIs, you must upgrade to the SPIs provided with OVO 7.x. See the individual SPI documentation, which is located on product CD number 1 under “Documentation,” for upgrade instructions.
- The message database is not retained during the upgrade.
- The default database has changed from SOLID to the Microsoft SQL Server 2000 Desktop Edition (MSDE 2000) database.

Windows NT 4.0 Not Supported for Management Server or Console

OVO 7.21 management servers are supported on Windows 2000 and Windows Server 2003.

OVO 7.21 remote consoles are supported on Windows 2000, Windows XP Professional, and Windows Server 2003.

OVO 7.21 managed nodes are supported on Windows NT 4.0, Windows 2000, Windows XP Professional, and Windows Server 2003.

If you are running the management server or console on Windows NT 4.0, you must do one of the following:

- Change your OVO 6 management server and console systems from Windows NT 4.0 to Windows 2000 SP2 or greater before doing an in-place upgrade from OVO 6 to OVO 7.21. The console system can also be run on Windows XP.

or

- Re-install OVO 6 on a Windows 2000 system, restore your runtime and configuration environment from the current OVO 6 Windows NT system, and then upgrade OVO 7.21 on the Windows 2000 system.




or

- Upgrade from your Windows NT OVO 6 management server to a new Windows 2000 OVO 7.21 management server.

Combined Agent

In OVO 6, there are two agents, the Enterprise Message/Action agent and the MDC. The Enterprise Message/Action agent processes events and actions. It is automatically deployed when you bring a node under management and deploy policies. The MDC processes performance data, and has to be specifically selected and deployed to managed nodes. With OVO 6 you see both agents listed in the package inventory.

Here is an example of an OVO 6.10 package inventory.





Name	Version	Package ID
 Measurement Data Collector	2.0	6EC40E61-4F31-11D2-98E2-0060B0C3E4AF
 Enterprise Message / Action Agent	2.0	790C06B4-844E-11D2-972B-080009Ef8C2A
 Windows Module Tools	3.0	9C15F378-9DBF-11D3-9A40-0060B0F5FEE6

With OVO 7.21, there is only one agent, the OpenView Operations for Windows Agent 7.2x. It combines event, discovery, and performance into a single package, which means there is a single deployment package for the OVO agent.

During the upgrade, on the management server, the Enterprise Message/Action Agent 2.0 is renamed OpenView Operations Agent 2.0. After the server upgrade, both names appear in the package inventory.

If the MDC was installed on a node before the upgrade, the MDC package does not appear in the inventory of the node after upgrade as its functionality is incorporated into the OpenView Operations for Windows Agent 7.2x.

Here is an example of an OVO 7.21 package inventory.

Name	Version	Description
 ConfigFile policy package for Windows Nodes	1.1	Deployment of ConfigFile policies
 ConfigFile policy dummy package for UNIX Nodes	1.1	Deployment of ConfigFile policies
 OpenView Operations Agent	7.2x	OpenView Operations Agent
 OpenView Operations Agent	2.0	Enterprise Message/Action Package

Performance Component

The OVO agent contains an embedded performance component that is a sub-agent. This performance component replaces the MDC, which is no longer used in OVO 7.21.

Unlike OVO 6, this performance sub-agent is deployed automatically as part of the OVO agent. It automatically collects performance metrics for alarming, graphing and reporting. You can view this performance data with the out-of-the-box reports and graph templates provided with OVO 7.21.

The new performance component provides a subset of the metrics collected by the full OpenView Performance Agent (OVPA, also known as MeasureWare). For additional functionality, such as support for ARM API data collection, you can use the OpenView Performance Agent because it coexists with the new OVO 7.21 performance component.

About 30 of the metrics collected by the new performance component are common to most managed platforms, including HP-UX, Solaris, Linux, AIX, Tru64, and Windows. This allows you to create a single threshold policy that works on all platforms. Additional platform specific metrics are also collected.

The new performance component uses its own lightweight database rather than a full relational database management system as the OVO 6 MDC did. It does not require Windows Management Instrumentation (WMI) or Microsoft Data Access Components (MDAC) on Windows managed nodes.

Configuration of the performance component is limited. There is no logfile sizing, no disk space allocation, and no local export or extract functions. The collection interval is 5 minutes and cannot be changed. The data is kept in the data store for up to five weeks. After five weeks of data are collected, the oldest data is rolled out one week at a time. More advanced features are available with the full OpenView Performance Agent.



If you configured custom metrics, collections, or MDC-based threshold policies in OVO 6, you will not be able to use them in their current form in OVO 7.21. You must collect information in OVO 6 on this customization before you start the upgrade. When the upgrade to OVO 7.21 is complete, you can recreate policies.

The new performance component does not support calculated metrics on the managed node. You can recreate calculated metrics by using multi-source Measurement Threshold policies and performing the calculations in VBScript or Perl. You then feed the combined metric into the performance component of the OVO agent using a command line interface (or COM object if available).

For more information on using the Measurement Threshold Policy editor, see the OVO 7.21 online help.

Reporting

OVO 7.21 includes embedded reporting. You can access reports from the OVO 7.21 console tree or via the web.

HP OpenView Reporter 2.0 is no longer needed. In OVO 7.21, basic reporting functionality is included along with numerous pre-defined reports. The SPIs provide reports, too. Reports are automatically scheduled and created every evening.

The embedded reporting component means that you can no longer configure reports or create your own custom reports. To create custom reports, you must install Reporter 3.5. The Reporter product is included in the OVO 7.21 installation media kit and can be used for 60 days. A License to Use must be purchased to activate Reporter permanently.

As part of the upgrade, if you are currently using Reporter 2.0, you must upgrade to Reporter 3.5.

If you are using HP OpenView Reporter 2.0 on a server that is different from the OVO management server, you can upgrade Reporter to 3.5 and install the SPI Reporter integration packages there.

The embedded reporting component in OVO 7.21 can only graph data from the OVO agent. If you want to report on data from OpenView Performance Agent (OVPA, also known as MeasureWare), you must purchase the full OpenView Reporter product.

Graphing

OVO 7.21 includes embedded performance graphing. You can access graphs from the OVO 7.21 console tree or via the web.

In OVO 7.21, the performance graphing component has been replaced with a new Java-based graphing component that allows you to select performance data collected by the OVO agent and view it in pre-defined graphs. You can also design or alter graph definitions with the Custom Graphs feature of the new graphing component. Java Graphs provide an interactive graphical display of some graph types. The SPIs provide additional graph templates.

Graphs and graph templates can be used in operator-initiated commands in Measurement Threshold policies.

With the embedded graphing component in OVO 7.21, you can only graph data from the OVO agent. This also includes graphing SPI data collected by the OVO agent.

To graph OVPA data, you must purchase the OpenView Performance Manager 4.0 for Windows product.

Changes in Policies

During the upgrade, only policies and packages for the following policy types are migrated for you from OVO 6 to OVO 7.21:

- Open Message Interface (opcmmsg)
- Windows Management Instrumentation
- Windows Event Log (NT eventlog)
- Scheduled Command (Scheduled Task)
- SNMP Interceptor
- Logfile Entry
- Measurement Threshold

Advanced Threshold policies containing MDC as a data source are preserved during upgrade but are not supported in OVO 7.21. You can review the old policies and manually recreate them using the embedded performance component as a data source.

The upgrade automatically moves data related to the above-listed policy types from the old database to the new OVO 7.21 database, and exports supported OVO 6 policy files into the OVO 7.21 policy directory.

ARM policy type, MDC package, Advanced Threshold policies containing MDC as the data source, and VantagePoint Reporter default policies are not used in OVO 7.21. The SPI packages and SPI Config policy types are replaced with new versions in OVO 7.21.

Messages

The historical message database is not preserved in the upgrade.

Core SPIs Included with OVO 7.21

In OVO 6, basic operating system monitoring is embedded as part of OVO and extends with the Windows+ SPI. With OVO 7.21, this functionality is bundled into several core SPIs that are included with the product at no additional charge.

The following core SPIs are included in OVO 7.21:

- SPI for Windows Operating System
- SPI for UNIX Operating System
- SPI for Web Servers

The SPIs provided with OVO 6 do not work with OVO 7.21. You must upgrade to the SPIs provided with OVO 7.21.

Other Available SPIs

The following SPIs are also available in the OVO 7.21 installation media kit.

- SPI for Microsoft Active Directory Server
- SPI for Microsoft Exchange Server
- SPI for Microsoft SQL Server
- SPI for Informix
- SPI for Oracle
- SPI for Sybase
- SPI for Microsoft Enterprise Servers

- SPI for mySAP.com
- SPI for BEA WebLogic Server
- SPI for IBM WebSphere
- SPI for Databases

MSDE Database

OVO 7.21 uses Microsoft SQL Server 2000 Desktop Edition (MSDE 2000) SP 3 as the database. The migration from the embedded database instances used in OVO 6 is handled automatically for you during the upgrade.

You can upgrade the MSDE 2000 database to SQL Server 2000 for larger data requirements.

Managed Nodes

After upgrading the management server and before upgrading managed nodes to the new OVO agent, you can still extract data from the old MDC. If the node still has an old OpenView Operations Agent version 2.0 (check the inventory) you can continue to receive messages from the node and execute tools. This allows you to continue to manage nodes while upgrading groups of nodes over time. As soon as you try to edit or deploy policies to a node, however, you will be prompted to upgrade the agent to the newest OpenView Operations Agent 7.2x.



When you upgrade a managed node to the new OVO agent, you lose the performance data stored in the MDC.

To retain a record of the historical performance data, use the OVO 6 MDC extract capability to archive data, or use HP OpenView Reporter to generate reports for your data before you upgrade the node to the OVO agent.

Console

In OVO 6, when you customize a console, a `.msc` file (a configuration file for the Microsoft Management Console) maintains your settings. This type of file is not compatible with OVO 7.21. In OVO 7.21, you must recreate the customization of the consoles.

Upgrade Process Overview

The upgrade process consists of the following:

- Decide whether to do an in-place upgrade or a side-by-side upgrade.
 - **In-place upgrade** – Upgrade your existing OVO 6 management server and consoles running on Windows 2000 to the new OVO 7.x software.
 - **Side-by-side upgrade** – Leave your OVO 6 implementation as is and install OVO 7.5 on a separate server. You can gradually bring systems under management with the OVO 7.5 management server.

See the chapter titled “*Side-by-side Upgrade to OVO 7.5*” in the *HP OpenView Operations for Windows Upgrade Guide* for more information.

- If you have OVO 6, first upgrade to OVO 6.10 and then upgrade to OVO 7.21.
- Make sure that your Windows 2000 system is ready for upgrade.
- Gather information in OVO 6 and prepare the OVO 6 environment for upgrade.
- Prepare Reporter 2.0 for upgrade.
- On your OVO 6 system, uninstall to prepare for upgrade.
- Install OVO 7.21 on the system. Check the *HP OpenView Operations/ Performance for Windows Installation Guide Version 7.21*. Prepare any prerequisites and follow the installation instructions.
- Upgrade the consoles.
- Upgrade to Reporter 3.5 if you are using Reporter.
- Install SPIs from the OVO 7.21 installation media.
- Gradually upgrade agent packages on managed nodes.
- Deploy policies.
- Configure OVO 7.21 and verify messages and data.

Options:

- Recreate any custom policies as needed.
- Set up auto-deployment.

Moving from Windows NT 4.0 to Windows 2000

Windows NT 4.0 is not supported for the OVO 7.21 management server or the consoles. Once OVO 7.21 is installed, you can use the new Web console on Windows NT 4 console systems, however the Web console does not include the full console functionality.

If you are running your OVO management server on a Windows NT system, you must change to Windows 2000. You must also change your console systems to supported Windows platforms, or you can install OVO 7.21 consoles on new Windows 2000, Windows XP, or Window Server 2003 systems.

To change the operating system of the OVO management server system to Windows 2000, do one of the following:

- Install the Windows 2000 operating system on the OVO 6 management server system.

or

- Use the OVO 6.10 installation media to install the OVO 6.10 software on a “clean” Windows 2000 system, and then restore your runtime and configuration data from your OVO 6.10 Windows NT system.

Once OVO 6.10 is running on Windows 2000, see [Chapter 4, Preparing to Upgrade from Version 6.x](#), to prepare for upgrading to OVO 7.21.

Install the Windows 2000 Operating System

To upgrade the operating system on your OVO 6.10 management server or console systems from Windows NT 4 to Windows 2000, refer to Microsoft documentation. Windows 2000 Service Pack 3 or greater is required for OVO 7.21. You can run the console on a Windows XP system.

See the section below for a solution to an issue you may encounter in upgrading to Windows 2000. Some applications installed on the system – for example, PC Anywhere – may need to be uninstalled before upgrading the operating system. You will be prompted when this becomes necessary.

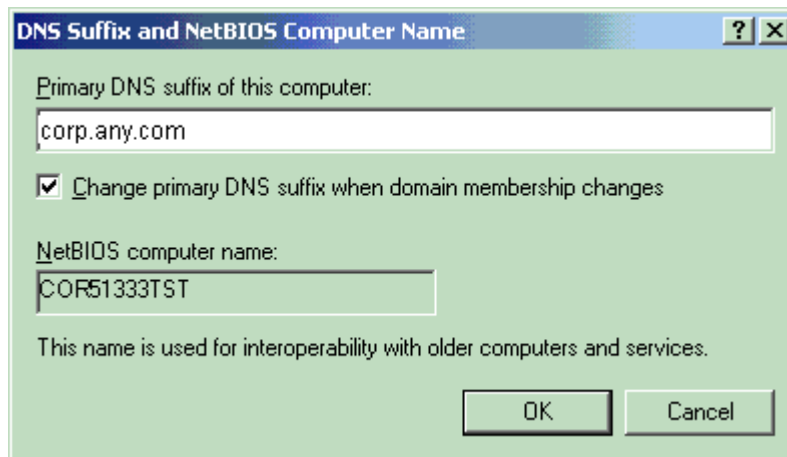
FQDN on Windows 2000

There is a difference between Windows NT 4 and Windows 2000 for `gethost FQDN` (Fully Qualified Domain Name). On a Windows 2000 system with a default installation, the system call `gethostbyname` returns the short hostname. The same call on a Windows NT 4 system returns the FQDN. This behavior can affect applications written to support Windows NT 4 and Windows 2000 with the same binaries.

To get the FQDN returned on Windows 2000 systems, set the Primary DNS suffix using the following procedure. After you set the Primary DNS suffix and reboot the system, the `gethostbyname` call will give the same results on Windows NT 4 and Windows 2000.

To set the Primary DNS suffix:

- 1 Right-click the **My Computer** icon on the Windows 2000 desktop and select **Properties**.
- 2 Select the **Network Identification** tab.
- 3 Select the **Properties** button to open the **Identification Changes** dialog. See the figure below for an example.
- 4 Select the **More** button in the Identification Changes dialog.
- 5 Add the correct DNS suffix in the **Primary DNS suffix of this computer** field.
- 6 Confirm your changes by pressing **OK**.
- 7 Reboot.



Reinstall OVO 6 on Windows 2000 and Migrate Data

Complete the instructions in this section if you prefer to have a new clean installation of Windows 2000 for your OVO 6 management server rather than changing the operating system of the current host system with installed applications to Windows 2000.

The process for installing OVO 6 on a Windows 2000 system and migrating your existing OVO 6 data from the Windows NT system is shown below. The procedure is only suitable for OVO and SPIs, and should not be applied to any other OpenView products.

- ▶ This is NOT an OVO 7.21 upgrade. You are migrating data and configuration from an OVO 6 system to a new Windows 2000 OVO 6 system. See [Chapter 5, Completing the Upgrade from Version 6.x](#), for an explanation of how to do a side-by-side upgrade from your Windows NT management server to a new OVO 7.21 Windows 2000 management server.

Task 1: Preparation

- 1 Make a backup logical disk, share, or tape available.
- 2 Have the media ready for the following:
 - Windows 2000 server
 - Windows 2000 Service Pack 3
 - OVO 6.10 (also known as VantagePoint for Windows) installation media

The process takes one or two hours depending on the performance and time to reboot the management server system. During the process, monitoring of the agent on the management server is unavailable. Agents on managed nodes, however, buffer all events and forward them to the management server once the process is completed.

Task 2: Stop Processes

- 1 Log off all OVO 6 consoles.
- 2 On the OVO 6.10 Windows NT management server, stop all OVO 6 services and the WMI service from **Control Panel** → **Services**:
 - OvDnsDiscovery
 - OvEpMessageActionServer
 - OvEpStatusEngine
 - OVMSDB
 - OvMsmAccessManager
 - OVSTODB
 - WMI

Task 3: Make Backup

- 1 Create the directories to be used to back up your runtime and configuration data. Create a directory structure in a backup directory or on a share; for example, D:\vpw-backup. In this directory, create the subdirectories listed below. It is necessary to create a subdirectory structure in the backup directory because in the directories \Store and \Data the files have the same names.

```

    \Policies
    \Store
    \Data
    \PPP

```

- 2 From the OVO 6 Windows NT management server, back up all OVO 6 files in the %VPW%\Policies directory. The default installation path for the %VPW% value is:

```

\Program Files\Hewlett-Packard\OpenView\VantagePoint

```

- 3 Back up the OVO 6 files solid.db and all solXXXXXX.log files from the %VPW%\store directory.
- 4 Back up the OVO 6 files solid.db and all solXXXXXX.log files from the %VPW%\data directory.
- 5 Back up the OVO 6 license file LicFile.txt from the \Program Files\Common Files\Hewlett-Packard\PPP directory.

Task 4: Install Windows 2000

- 1 Install and set up the Windows 2000 system where you plan to re-install OVO 6.
- 2 Change the Primary DNS prefix (see “FQDN on Windows 2000” on page 20).
- 3 Install SNMP Service from:

Control Panel → Add/Remove Windows components → Management and Monitoring Tools → SNMP (Simple Network Management Protocol)
- 4 Install Windows 2000 Service Pack 3 or greater.
- 5 Install and configure any other OVO 6 prerequisites.

Task 5: Reinstall OVO 6.10 on the Windows 2000 System

- 1 Reinstall OVO 6.10, including any SPIs previously installed, from the original media onto the new Windows 2000 system.
- 2 On the Windows 2000 management server, launch the OVO console (as a user with OVO administrator privileges).
- 3 Restore the license file by doing the following:
 - a Select **Get license** in the OVO Console.
 - b In the HP Auto-Pass screen select **No Connection to Internet**.
 - c Select **Import File**.
 - d Import the previously backed up file `LicFile.txt`.
 - e Click the **View File Contents** button.
 - f Select all licenses to be imported by highlighting them.
 - g Click the **Import** button.

The import successful message is displayed.

- 4 Rename the management server node to prepare for restoring the data from backup:
 - a On the OVO Windows 2000 server, in the console, select the management server node.
 - b Right-click **All Tasks** → **Uninstall All**.
 - c Press **Yes** on the confirmation dialog.
 - d Open the **Node Configuration Editor**.
 - e Select the management server node and right-click to select **Properties**.
 - f Change the `primary nodename` to to a name that does not represent a valid node name, for example, `Remove`.
 - g Acknowledge the message about the system type not being discovered.
 - h Select the **General** tab.
 - i Change the `Display Name` to a name that does not represent a valid node name, for example, `Remove`.

- j Press **OK**.
- k Right-click the changed node and select **Delete**.
- l Acknowledge the confirmation message.
- m Close the `Node Configuration Editor` and exit the console.

Task 6: Restore Data

- 1 On the Windows 2000 management server system, stop all OVO 6 services and the WMI service (same as task 2) from **Control Panel** → **Services**:
 - `OvDnsDiscovery`
 - `OvEpMessageActionServer`
 - `OvEpStatusEngine`
 - `OVMSDB`
 - `OvMsmAccessManager`
 - `OVSTODB`
 - `WMI`
- 2 Restore the files obtained from the backup directory that you set up in task 3 into the following directories, replacing the existing files under:

```
\Program Files\Hewlett-Packard\OpenView\VantagePoint\  
    \Policies  
    \Store  
    \Data  
    \PPP
```
- 3 Restart the services that you stopped above.

Task 7: Proceed with Upgrading to OVO 7.21

You must install the OVO 7.21 prerequisites on the Windows 2000 system. Microsoft Internet Information Services (IIS) and any recent Windows patches are required.

Preparing to Upgrade from Version 6.x

Requirements

You will need the following to complete the upgrade:

- OVO 7.21 installation media and installation media for SPIs and HP OpenView Reporter 3.5, if you are using these.
- Windows 2000 Server system and all prerequisites for OVO 7.21 set up on the system. See the *HP OpenView Operations/Performance for Windows Installation Guide Version 7.21* for detailed requirements and steps for installation. Make sure that all OVO 7.21 prerequisites are installed and running.
- Working knowledge of OVO.
- Backup copy of your OVO 6 systems.

Preparation Procedure

Depending on what components you have implemented in your environment and what you have customized, you may not have to do all of the below-listed steps.

When you uninstall OVO 6 to prepare for the upgrade:

- Some information will be lost, so you may want to archive it.
- Some policies will no longer be usable in OVO 7.21, so you may want to document any information you would need to recreate similar policies in OVO 7.21.
- The environment needs to be prepared.



With a side-by-side upgrade, the OVO 6 system remains as is. Information is not lost or duplicated. You just archive the MDC data and refer to MDC-based policies or other customization you want to recreate in OVO 7.21.

The preparation tasks are detailed in the following sections.

Task 1: Create Inventory Report

Create a Policy (and Package) Inventory Report so that you know what policies and packages are deployed onto which managed nodes. Print out the list and save the output (note the URL). This should also tell you where any SPIs are deployed.

Task 2: If Using the MDC

If you deployed the MDC, collected performance data is available on your managed nodes. When you upgrade these managed nodes to the new OVO agent, this performance data is removed. The data is only removed when the node is upgraded to the OVO agent, not when you upgrade the server to OVO 7.21. This allows you to take some time upgrading a number of nodes at a time.

Saving MDC Performance Data

To save MDC performance data, do one of the following before uninstalling OVO 6.10 to prepare for the upgrade:

- Use OVO 6's MDC `OVExtract` program to archive the performance data on each node.
- Use the HP OpenView Reporter 2.0 product to gather the performance data and generate a report you can save.

OVExtract

Go to each managed node and run the `OVExtract.exe` program to archive the performance data. This is a command line program located on the managed nodes in the following directory:

```
C:\%SystemRoot%\Hewlett-Packard\OVEnterprise\Agent\NgSB\{15E0A611-B4B0-11D2-B1D7-00105A991C93}
```

Make sure to save the data in a directory that will not be overwritten during the upgrade. See the OVO online help for how to use the `OVExtract.exe` program.

Saving OVO 6 Performance Data in Reporter

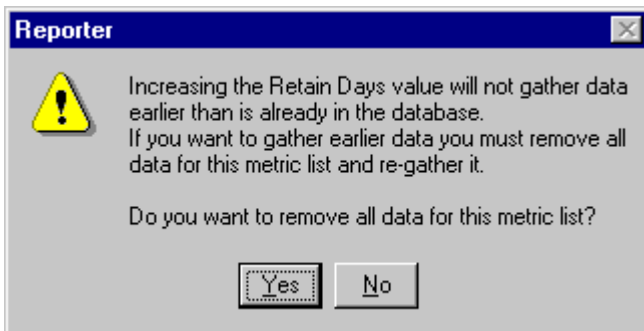
If you have HP OpenView Reporter 2.0 installed, you can use it to collect the MDC performance data.

The following metric lists store the data gathered from OVO 6 managed nodes in the Reporter database. The default data storage time for these metric lists is seven days. To save the OVO 6 data for longer than seven days in Reporter, you can configure the following metric lists within Reporter:

```
VPR_ARMTRANSACTION
VPR_MEMORY
VPR_NETWORK
VPR_NETWORKINTERFACE
VPR_PHYSICAKDISK
VPR_PROCESSOR
VPR_SYSTEM
```

You have the following choices:

- Edit each of these metric lists and change the `Retain Days` to the number of days that you want to keep the data. When you change this field, you will be prompted to let Reporter remove all the data for this metric list and re-gather all that it can for the time period you have selected. If you respond with **No**, it appends new data, once every 24hours, until the metric lists grow past the number of retain days that you defined. A **Yes** response fills up the metric list with the first gather (depending on how much data is on the managed node). The following is an example.



- Create a new metric list based on the OVO 6 data. Set the number of `Retain Days` to the period over which you want to save data. Remember to assign the new metric list to the systems you want to gather data from. Refer to the Reporter online help section *Working With Metric Lists* for details on how to do this.



After Reporter has stored data for the number of days specified in the `Retain Days` time period, it removes the oldest data and replaces it with the most recent data.

To keep all this data, you should use your database tools to archive it outside of the Reporter database. Alternatively, you can set the number of retain days to a number that is beyond the number of days you want to keep.

- To save the reports generated by Reporter, save a copy of the `Webpages` directory `<reporter-data-directory>\webpages` to a location where it will not be overwritten before upgrading to Reporter 3.5 or OVO 7.21.

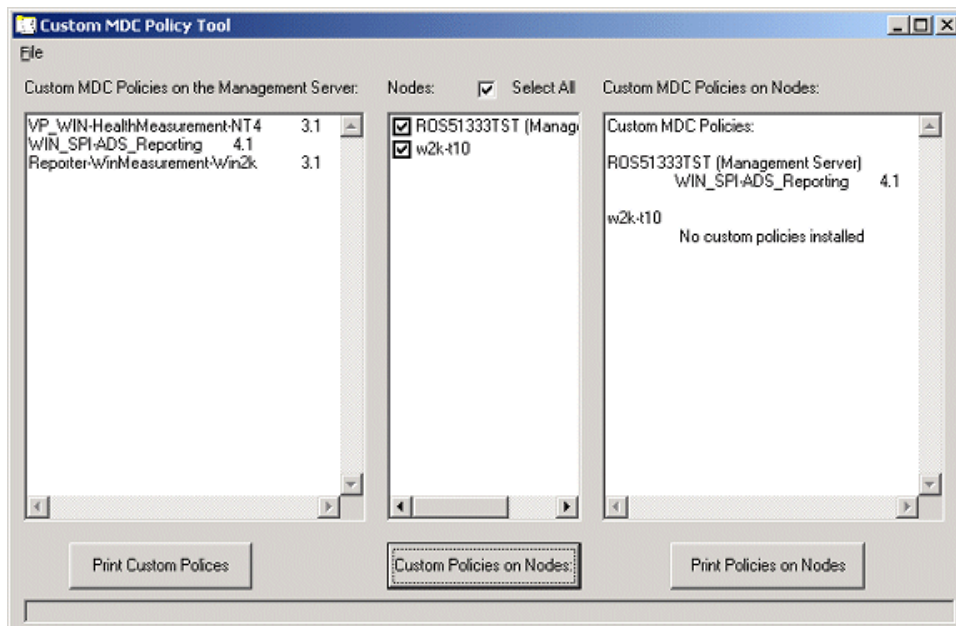
Gathering Information on MDC-Based Policies

The MDC is replaced by the new performance component in the OVO agent. If you modified MDC policies or SPI Config policies based on MDC metrics, or created custom policies based on the MDC and you want to save information about these policies to be able to recreate them in OVO 7.21, you should gather information on them before uninstalling OVO 6.

First identify any custom MDC-based policies. Modified policies have a higher version number than the standard policies. You can use the OVO 7.21 MDC Policy Tool to identify custom MDC policies and indicate the nodes where they are deployed.

MDC Policy Tool

Install and run the MDC Policy Tool. You can install it from the `\Disk1\VantagePoint MDC Reporting Tool` directory on Disk 1 of the OVO 7.21 installation media by selecting `VantagePoint MDC Policy Tool.exe`. The following is an example.



The MDC Policy Tool identifies any custom MDC-based policies on the server and on any managed node. You can use this information to look up each custom MDC-based policy in the Policy Editor and document the content of any of the custom MDC policies that you may want to recreate in OVO 7.21.

Performance data is automatically collected by the OVO agent. Standard reports and graphs for this data are included in OVO 7.21. The MDC can be automatically replaced with the OVO agent and the standard graphs and reports. If you have custom MDC-based policies that you want to recreate, you must collect this information before upgrading.

You can record the following types of information:

- Metrics name, version, comments.
- Perflib object, counter, and instance collected.
- Collection information, logging interval.
- Calculated metrics (including the formula).

Task 3: If Using SPIs

SPIs that you installed for use with OVO 6 will not work with OVO 7.21. You must upgrade to the SPIs provided with OVO 7.21. Before upgrading, you must prepare the SPIs.

- 1 For any SPI packages and policies that have been deployed on the management server node, select **Uninstall from** the management server. For example, make sure to remove all Exchange SPI policies version 1.0.
- 2 For any SPI deployment packages that have been deployed to managed nodes, select **Uninstall from** all the managed nodes.
- 3 Make sure that all SPI tools have been deleted from the OVO 6 server. You can use the `Tools Editor` to do this.
- 4 The OVO 6 SPI configuration policy type is not migrated and is not compatible with the OVO 7.21 configuration policies. For any SPIs using the configuration policy type for Windows nodes, open each policy and save the information in another document. This information can be used when reconfiguring the SPI after upgrade. The new Database SPIs provide a Configuration Manager tool in the OVO 7.21 version of the SPI.
- 5 Uninstall the `WIN+ SPI Reporter` and `VPIS Passive Monitoring Component SPIs`.

WIN+ SPI Reporter:

- a Open **Add/Remove Programs** from the **Control Panel**. Select **HP OpenView VantagePoint Windows+ SPI Reports**.
- b Click the **Change/Remove** button.
- c Click **Yes**.

VPIS Passive Monitoring Component:

- a** Open **Add/Remove Programs** from the **Control Panel**. Select **HP OV VP Internet Services PMC A.03.50**.
- b** Click the **Change/Remove** button.
- c** Click **Yes**.
- d** Open the OVO 6 console to make sure the policy group **Internet Services** and the tools group **Internet Services** are removed. If not, delete them.
- e** Open the service configuration editor and delete **Internet Services** under **Applications**.
- f** Check for policies beginning with **IS** under each of the folders in **Policy Management** → **Policies grouped by type**. If there are any, uninstall these policies from the managed nodes and delete them from the server.

Task 4: If Using Reporter 2.0

For reporting capability, OVO 6 requires HP OpenView Reporter 2.0. OVO 7.21 includes an embedded reporting component, which is also shared by the full Reporter product.

If you have Reporter 2.0 installed, some of the reporting components will be updated when you install OVO 7.21. You must upgrade to Reporter 3.5 to completely update the set of Reporter files. For example, Reporter 2.0 gathers data from the OVO 6 agent (MDC); Reporter 3.5 gathers data from the new OVO agent.

If you have Reporter 2.0 installed on the same system as OVO 6, you must upgrade to HP OpenView Reporter version 3.5. You can upgrade to Reporter 3.5 either before or after you upgrade to OVO 7.21 or you complete the first part of the upgrade, that is, to uninstall OVO 6 to prepare for upgrade and then install Reporter 3.5 before completing the upgrade by installing OVO 7.21.

OVO 7.21 will be installed into the existing Reporter directory.

When you upgrade to Reporter 3.5, metric lists and tables for the OVO 6 agent (MDC) are maintained in the Reporter database, preventing data loss for those continuing to collect data with the OVO 6 agent. The VPW System Group, created to contain systems with the OVO 6 agent, will not be deleted and reports will still be assigned to the group if it exists.

Reports that previously supported combined data from OpenView Performance Agent (MWA) and the OVO 6 agent, or MWA exclusively, in Reporter 3.5 support OpenView Performance Agent and OVO agent. Report templates capable of supporting OpenView Performance Agent and OVO 6 agent are not deleted from Reporter's report templates directory, but they are not used by Reporter 3.5.

Reporter with SPIs

If you have Reporter 2.0 installed on the same system as OVO and you are using SPIs, you must do the following before upgrading to Reporter 3.5.

- Remove the SPI report packages from Reporter's "Installed Packages."
- Make sure that the SPI report packages have been uninstalled.

If you have Reporter 2.0 installed on a different system from OVO and you are using SPIs, you may want to do the following at some point in order get ready to integrate with OVO 7.21:

- Remove SPI packages from Reporter's Installed Packages.
- Uninstall SPI packages from the Reporter system.

With Reporter on a separate system, after upgrading to Reporter 3.5, select the desired SPI reporting packages from the OVO 7.21 installation media and install them manually onto the Reporter system. See the SPI documentation for how to do this.

After you finish upgrading to OVO 7.21 and Reporter 3.5, remove the VP for Windows 6 package from the Reporter Installed Packages dialog.

Refer to the Reporter release notes for more detailed information.

Task 5: Prepare the Management Server for Upgrade

Install VPW_00023 Patch



Before uninstalling OVO 6, install the VPW_00023 patch.

To get the patch:

- 1 Go to http://support.openview.hp.com/patches/patch_index.jsp
- 2 Under **browse by product version**, in the **please select a product** drop-down box, select **operations for Windows**
- 3 Under **release a.06.10**, click **NT 4.X/Windows 2000**
- 4 Scroll down to find **VPW_00023**, and click **download patch now (3865K)**

Uninstall All from Management Server

Before upgrading, remove all policies, tools, and agents that have been deployed to the management server.

- 1 In the left pane of the OVO 6 console, open the **Nodes** folder.
- 2 Select the management server node and right-click **All Tasks** → **Uninstall All**.

Remove Self Management, Core, and Windows Module Tools

Before upgrading, delete the tools of the VantagePoint Self Management and Windows modules. If you do not remove them, these old versions are migrated during the upgrade and may result in duplicate tools in OVO 7.21.

If you customized these tools, document the changes so that you can more easily recreate them in OVO 7.21, if required.

In the console tree, right-click **Tools**, **Nodes**, or **Services** and select **Configure Tools**. Select an individual tool or folder from the list below, and right-click **Delete**. The following is a list of tools and folders to be deleted:

```

\Tools
  \Administration
  \Microsoft Windows
  \Reporting
  \Test Tools
  \VantagePoint Self Manager
  \VantagePoint Reporter
  \Performance Grapher

```

Remove Self Management and Windows Module Policies

Before upgrading, remove the following Self Management and Windows module policies from the management server. If you do not remove them, these old versions are migrated during the upgrade and may result in duplicate policies in OVO 7.21.

At upgrade, the VantagePoint Self Manager is replaced by the OVO Windows Self Manager Version 4. The Windows Module is replaced by the Windows OS SPI version 8.2.

- 1 In the left pane of the console tree, open the **Policy Management** → **Policies Grouped by Type** folder, and select a policy type; for example, Measurement Threshold.
- 2 Sort by policy name by clicking on the top of the Name column. The following is a list of policies to be removed:
 - Measurement Threshold Server Policies – Version 3.0
 - VP_SM-OvDnsDscvryService
 - VP_SM-OvEpMsgActionServer
 - VP_SM-OvEpStatusEngine
 - VP_SM-OVMSDB
 - VP_SM-OvMsmAccessManager
 - VP_SM-OVSTODB
 - VP_SM-Server_DBUsageMonitor
 - VP_SM-WMI
 - VP_SM-Server_EventLogEntries
 - Scheduled Command Policy – Version 3.0
 - VP_SM-Server_SyncAgentServices
- 3 Select the policies listed above to be removed.

- 4 Right-click and select **All Tasks** → **Delete From Server**. Click **OK**. Reply **Yes** to the message to confirm the delete.

Optional Removal of Policies

There are some additional policies you can remove if you do not need to continue to monitor managed nodes with OVO 6 policies after the upgrade.



Removing these policies disables the self-management functionality until you upgrade each node to the OVO agent.

If you plan to upgrade the managed nodes to the OVO agent over an extended time and wish to continue to monitor these nodes with the OVO 6 agents, do not remove the policies at this time. You can remove them after upgrading your nodes to the OVO agent. Make sure to only remove the 3.0 version of the self management policies because some of them might have duplicates in OVO 7.21 with a higher version number.

- 1 Open the **Policies Grouped by Type** folder, and select a policy type; for example, `Measurement Threshold`.
- 2 Sort by policy name by clicking on the top of the `Name` column. The following is a list of policies to be removed:

- **Measurement Threshold**

- `VP_SM-HP_Ito_Agent`
 - `VP_SM-MDC-NT_DBUsageMonitor`
 - `VP_SM-MDC-NT_OVMEDB`
 - `VP_SM-MDC-NT_Ovnpcs`
 - `VP_SM-MDC-NT_OVPVAdapterService`
 - `VP_SM-MDC-NT_EventLogEntries`

- and all policies starting with `VP_WIN`

- **Scheduled Command**

- `VP_WIN-SyncServices`

- **Windows Event Log**

- All policies starting with `VP_WIN`

- 3 Select the policies to be removed; for example, all policies starting with `VP_WIN`) from the above lists.

- 4 Right-click and select **All Tasks** → **Uninstall from**. Select all nodes. Click **OK**. Reply **Yes** to the message to confirm the delete. Some policies may not have this option; therefore, continue.
- 5 Right-click and select **All Tasks** → **Delete From Server**. Click **OK**. Reply **Yes** to the message to confirm the delete. Some policies may not have this option.

Remove Some Policy Group Folders

You should remove the following Policy Group folders before upgrading. If you still have policies from these policy groups deployed, the folders will be migrated to OVO 7.21 even if you try to delete them here. You can remove the folders after the upgrade is complete.

- 1 In the left pane of the console tree, open the **Policy Management** → **Policy Groups** folder. Select the following folders:
 - \Microsoft Windows
 - \VantagePoint Reporter
 - \VantagePoint Self Manager
- 2 Right-click **Delete**.

Task 6: Final Steps

Before uninstalling the OVO 6 server, do the following:

- Save any files you created in a place that will not be removed or overwritten during the upgrade.
- Shut down all local and remote consoles to prepare for the upgrade.

Other Integrations

If you have any custom integrations running that are directly accessing OVO 6 objects using the WMI APIs, you must adapt the integration to use the OVO 7.21 namespace:

Root\HewlettPackard\OpenView\Data

OVO 6 used the namespace:

Root\HewlettPackard\OpenView\VantagePoint

Check that all the classes you used are still available.

Completing the Upgrade from Version 6.x

There are two scenarios for upgrading from version 6.x.

- **In-place upgrade** – Upgrade your existing OVO 6 management server and consoles running on Windows 2000 to the new OVO 7.21 software.
- **Side-by-side upgrade** – Initially retain your OVO 6 implementation as it is and install OVO 7.21 on an alternative Windows 2000 server. You can gradually bring systems under management with the new OVO 7.21 management server.

See the chapter titled “*Side-by-side Upgrade to OVO 7.5*” in the *HP OpenView Operations / Performance for Windows Upgrade Guide* for more information.

You must upgrade to OVO 7.21 before installing any of the SPIs included with the OVO 7.21 media kit.

In-Place Upgrade

Ensure that the preparations outlined in [Chapter 4, Preparing to Upgrade from Version 6.x](#) are completed before executing the following steps.

Task 1: Upgrade the Server

- 1 Exit all open OVO 6 consoles including any remote consoles.



In the next step, some information will be lost. Make sure that you have gathered all information needed from the OVO 6 server and followed the instructions in [Chapter 4, Preparing to Upgrade from Version 6.x](#) before proceeding.

- 2 On the OVO server select **Start** → **Settings** → **Control Panel** → **Add/Remove Programs**. Select HP OpenView for Windows Enterprise Management (A.06.20), and select VantagePoint for Windows. Select **Change/Remove**. A list of options is displayed. Select **Prepare for Upgrade** to uninstall the software.

This will uninstall OVO 6 from the server and uninstall all SPIs.

- 3 If Reporter 2.02 is installed on the OVO server, complete the following steps to uninstall it:

- a Select **Start** → **Settings** → **Control Panel** → **Add/Remove Programs**.
- b Select **HP OpenView VantagePoint Reporter 2.02**.
- c Select **Change/Remove** and follow the prompts.

- 4 If the SPI-Share folder exists, unshare it as follows:

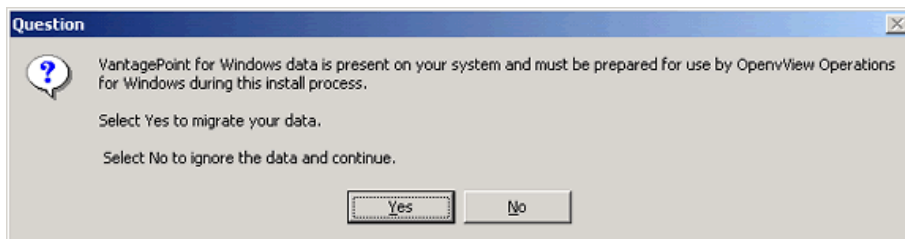
Using Windows Explorer, locate the SPI-Share folder; for example:

```
\Program  
Files\Hewlett-Packard\OpenView\VantagePoint\SPI-Share
```

Right-click on the SPI-Share folder and select **Properties**.

In the Properties window, select the **Sharing Tab** and select the radio button **Do not share this folder**.

- 5 Refer to the *HP OpenView Operations/Performance for Windows Installation Guide Version 7.21* and follow the steps to use the OVO 7.21 media to install the software on the server (it will check to see if OVO was uninstalled to prepare for upgrade). To install the SPIs at a later time, see “[Installing SPIs](#)” on page 49.
- 6 Click **Yes** when asked if you want to **Migrate (download) Data**, as the following screen shot shows.



You will see numerous errors in deployment jobs after you upgrade the server because the nodes have not been upgraded. See “[Why There are Errors in Deployment Jobs for Windows Nodes](#)” on page 45.

What Happens When You Upgrade the Server

The OVO 7.21 install runs a migration program to extract some OVO 6 model data, managed node data and policies and saves that data. This saved data is then uploaded to OVO 7.21 during the upgrade.

The upgrade automatically moves data related to the seven basic policy types from the existing OVO 6 database to the new OVO 7.21 database, and imports OVO 6 policy files into the OVO 7.21 policy directory.

- Standard tools and policies are replaced with OVO 7.21 versions.
- Self Management Polices have a new name in OVO 7.21 (not starting with VP).
- In some cases, user customization of standard OVO 6 policies are saved; however, there will be a later version available with OVO 7.21 which does not contain the customization.

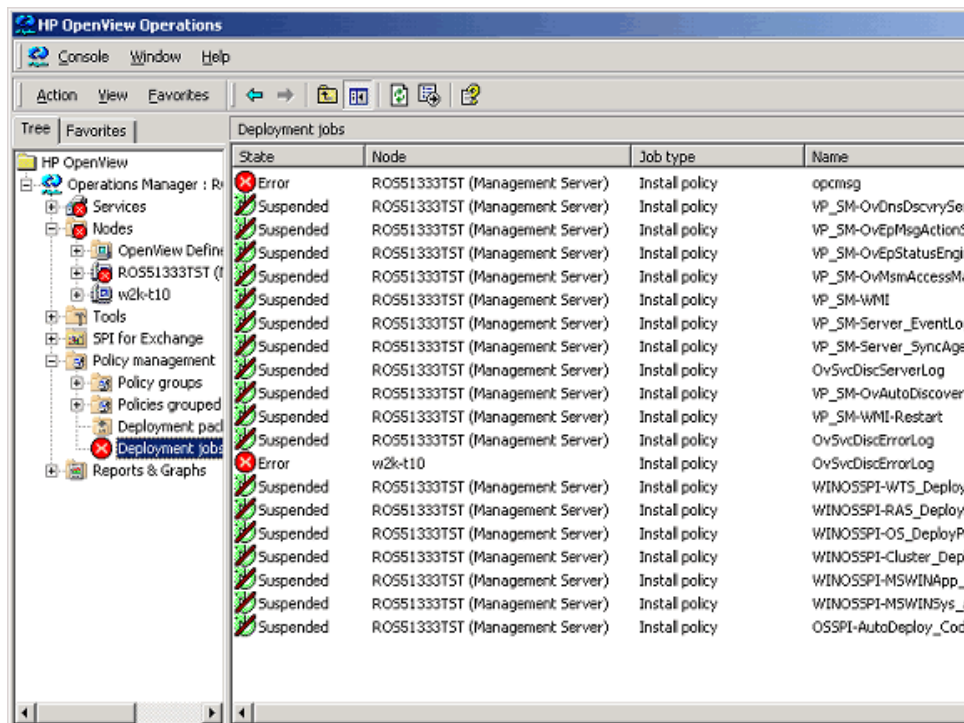
For example, when the Database SPI with 6.10 is uninstalled, all policies that have not been changed or deployed are removed. Modified policies are migrated to OVO 7.21. The migrated policies have the version 4.x. After upgrading to OVO 7.21, all new Database SPI policies are designated with the version 6.0.

After upgrade, provided you did not upgrade the managed node to the new OVO agent, you can still extract data from the MDC. If the node still has an old Event/Action Agent (may be renamed to OpenView Operations Agent Version 2.0), you can still receive messages from the node and execute tools; however, in order to deal with policies, you are asked to upgrade the managed node to the newest OVO agent. Upgrading nodes from the old agent packages to the OVO agent will result in the loss of existing data. [Chapter 4, Preparing to Upgrade from Version 6.x](#) explains how to save your collected data before upgrading to the new agent.

At upgrade, nodes are not automatically placed in platform subfolders under the OpenView Defined Groups folder, which sets up auto deployment of certain policies. To set up auto deployment for a node see [“Auto-Deployment”](#) on page 54.

Why There are Errors in Deployment Jobs for Windows Nodes

After upgrade, you will see one or more errors in deployment jobs for each Windows managed node. This is because the nodes have not been upgraded to the OVO agent. If you click on the error, you will see a message indicating that you need to redeploy.



There are two solutions for these errors.

- You can cancel them and deploy the OVO agent to the Windows nodes when you are ready. See [“Upgrade Managed Nodes”](#) on page 50.
- You can upgrade the node by selecting to redeploy as described below. When you upgrade a node to the OVO agent, you lose any MDC performance data on the node. [Chapter 4, Preparing to Upgrade from Version 6.x](#) explains how to save this performance data.

OVO Agent Redeployment Steps on Windows Nodes



You should first upgrade from Reporter 2.0 to **3.0** or OpenView Internet Services (OVIS) 3.x to 4.0 on an OVO 6 managed node before upgrading this node to the new OVO agent. See [“Integrating with Reporter 3.5 and other Products”](#) on page 47 for details on what you will see during a Reporter or OVIS installation if you upgrade these products after upgrading the node.

- 1 Select the node with the error to be upgraded.
- 2 Right-click **All Tasks** → **Redeploy All**.
- 3 Scroll to the bottom of the deployment jobs. The `Redeploy All` job for this node is suspended.
- 4 Select the **Redeploy All** job and right-click **All Tasks** → **Restart Job**. This puts the job at the top of the queue for this node.
- 5 After the `Redeploy All` job is completed, select the job with the error for the node and right-click **All Tasks** → **Restart Job**. This deploys the OVO agent and upgrades the node.
- 6 Repeat these steps for each Windows node exhibiting an error.



On slower machines, the `Redeploy All` job may fail, and an `AgentAdapter` error may be displayed. For more information, see the explanation of CR NSMbb48671 in the `OVOR readme.txt` file.

After the agent upgrade, check that the old agent components were completely removed. For details, see the explanation of CR NSMbb52445 in the `OVOR readme.txt` file.

Task 2: Upgrade the Consoles

The OVO 7.21 consoles must be installed on Windows 2000, Windows XP, or Windows 2003 systems. Windows NT is not supported. You can either remove the old console and install the new OVO 7.21 console on the same Windows, if it is running a supported operating system, or you can install the OVO 7.21 console on a new system running a supported operating system. There is no need for migration.

- 1 On any remote consoles, select **Start** → **Settings** → **Control Panel** → **Add/Remove Programs**. Select **HP OpenView VantagePoint 6.10** and click **Remove**.
- 2 Refer to the *HP OpenView Operations/Performance for Windows Installation Guide Version 7.21* and follow the steps to use the OVO 7.21 media to install the software on the console systems.

Console .msc files from OVO 6 should not be used in OVO 7.21. You may want to recreate your console configuration in OVO 7.21.

Task 3: Integrating with Reporter 3.5 and other Products



You must first upgrade from Reporter 2.0 to 3.5 or OVIS 3.x to 5.0 on an OVO 6 managed node before upgrading this node to the new OVO agent.

If you have already deployed the new OVO agent to a node, you will notice the following behaviour during the upgrade of Reporter or OVIS.

Reporter 2.0 or OVIS 3.x or both are already installed into a location other than:

```
\Program Files\HP OpenView\
```

This installation directory was not used as the default directory with those versions. When you begin the upgrade installation of Reporter or OVIS, the `Destination Folders` window displays:

```
c:\Program Files\HP OpenView\
```

This dialog does not allow you to change the destination folder. The Reporter 3.5 and OVIS 4.0 installation programs detect that the OVO agent is installed into this location and this is what you see displayed in this window. The actual installation will go into the correct directory, where you already have Reporter 2.0 and/or OVIS 3.x installed.

If you upgraded Reporter or OVIS before you upgrade the node from OVO 6 to OVO 7.21, the `Destination Folders` window displays the directory where Reporter 2.0 or OVIS 3.x is installed.

If you were using Reporter 2.0, you should have prepared for upgrade to Reporter 3.5 before uninstalling OVO 6.

You can upgrade to Reporter 3.5 before installing OVO 7.21 or after.

If you want to use Reporter to gather and report on MDC data and you upgraded to Reporter 3.5, refer to the Reporter release notes for instructions on restoring OVO 6 compatibility in Reporter 3.5 so that you can report on the OVO 6 MDC data.

Reporter cannot report on both OVO 6 and OVO 7.21 nodes. Once you are ready to switch to reporting on nodes with the OVO agent, you must undo the changes you made above to restore OVO 7.21 compatibility.

If you are installing Reporter on a system other than the OVO management server system and are using SPIs, you must select the desired SPI reporting packages from the OVO 7.21 installation media and install manually onto the Reporter system.

After you finish upgrading to OVO 7.21 and Reporter 3.5 remove the `VP for Windows 6` package from the `Reporter Installed Packages` dialog.

More detailed coexistence information is located in the Reporter release notes.

OpenView Performance Agent (MeasureWare)

The embedded reporting and embedded graphing in OVO 7.21 gathers, reports, and graphs data ONLY from OVO agents. This integration is automatic.

OpenView Performance Agent (MeasureWare) can coexist on a node with the OVO agent. To be able to report this OpenView Performance Agent data from OVO 7.21, you must purchase and install HP Openview Reporter. HP Openview Reporter can gather data from both the OpenView Performance Agent and the OVO agent. **Reporter combines the data from these two agents and presents them in one report.** To be able to graph OpenView Performance Agent data from OVO 7.21, you must purchase and install HP OpenView Performance Manager 4.0 for Windows, which allows you to graph data from all agents in the environment.

Task 4: Installing SPIs

After upgrading the managed nodes to the OVO agent, follow the instructions in each SPI manual for installation and further configuration.

Viewing Older Versions of SPI Policies

SPI policies from OVO 6 that you customized are saved; however, there will also be OVO 7.21 SPI policies (with a higher version number) that do not contain the customization. To view the SPI policies you customized in OVO 6, do the following:

- 1 Modify filters so you can access the older version policies. Go to **Policies group by type** and to the policy type where the modified policies exist (for example `Measurement Threshold`, `Logfile Entry` etc.). Right-click the Policy Type and choose **Set Filter...** In the dialog that appears, select **All version of the policy below** and choose **<any>** in the drop-down list box.
- 2 Look for policies with the older version number. These policies can now be copied to appropriate groups to deploy along with the newer version policies or by themselves. These older version policies work with the newer version of the SPI.

Refer to the Database SPI manual for information on setting up the discovery and auto deployment features of the new Database SPI policies when deploying older versions of the SPI policies.

NNM Adapter

You must upgrade the agent on the NNM server before you can install the NNM Adapter. See the Installation Guide.

Task 5: Upgrade Managed Nodes

With OVO 7.21 there is a new single agent that replaces the Event/Action Agent and the MDC. During the OVO 7.21 installation, agents on managed nodes are not automatically replaced with the new agent. You can upgrade to the new agent on managed nodes at a later time.

[Chapter 4, Preparing to Upgrade from Version 6.x](#) explains how to save performance data on managed nodes and gather information to recreate custom policies as needed. You can still run `OVExtract.exe` on the node to archive MDC performance data. If you have Reporter and upgraded to version 3.5, you must manually reconfigure Reporter to report MDC data. This is because Reporter 3.5 by default only reports data from the OVO agent and the OpenView Performance Agent. See [“Integrating with Reporter 3.5 and other Products”](#) on page 47 and the Reporter release notes.

You will not be able to deploy or modify policies until you upgrade to the new OVO agent.

At upgrade, nodes are not automatically placed in platform subfolders under the OpenView Defined Groups folder, which sets up auto deployment of certain policies. If you want to set up auto deployment for a node see [“Auto-Deployment”](#) on page 54.

Deploy/Install New OVO Agent Package on Windows Systems

You can deploy/install the new OpenView Operations Agent package remotely or you can manually upgrade the managed nodes using the OVO 7.21 installation CD.

To deploy the new agent onto Windows systems, select **OpenView Operations Agent** from **Deployment Packages** and deploy this to the nodes you want to upgrade. The following figure provides an example. Refer to the online help for how to deploy the agent package or manually install from the CD.

The screenshot displays two overlapping windows from the HP OpenView Operations console.

The top window, titled "5:Operations Manager : ROS59064TST2\Nodes\ROS59064TST", shows a tree view on the left with "Nodes" expanded to "OpenView Defined Group" > "ROS59064TST". The main pane displays a table of installed agents:

Name	Version	Description
OpenView Operations Agent	2.0	

The bottom window, titled "HP OpenView, Operations Manager : ROS59064TST2\Policy management\Deployment packages", shows a tree view on the left with "Policy management" > "Deployment packages" selected. The main pane displays a table of deployment packages:

Name	Version	Description
ConfigFile policy package for Windows Nodes	1.1	Deployment of ConfigFile policies
ConfigFile policy dummy package for UNIX Nodes	1.1	Deployment of ConfigFile policies
OpenView Operations Agent	7.11	OpenView Operations Agent
OpenView Operations Agent	2.0	Enterprise Message/Action Package

Install New OVO agent Package on UNIX Systems

On UNIX nodes, the OVO 6 agent included the OpenView Performance Agent (OVPA, formerly called MeasureWare). You can uninstall the OpenView Performance Agent before installing the new OVO agent or you can leave OVPA installed. OVPA can coexist with the OVO agent. The basic OVO 7.21 product does not connect to OVPA, nor does it allow you to display graphs and reports of the OVPA data. You can use PerfView or HP OpenView Reporter and HP OpenView Performance Manager 4.0 for Windows to view the OVPA data on the node. If you are using the OVPA Data Source Integration or Application Response Measurement functionality, you may want to retain OVPA.

Install the new OpenView Operations Agent version 7.2x package on your UNIX systems. This can be done using platform specific installation instructions available in the online help.

On Linux systems, first uninstall the old agent and then install the new one.

Policies for Managed Nodes

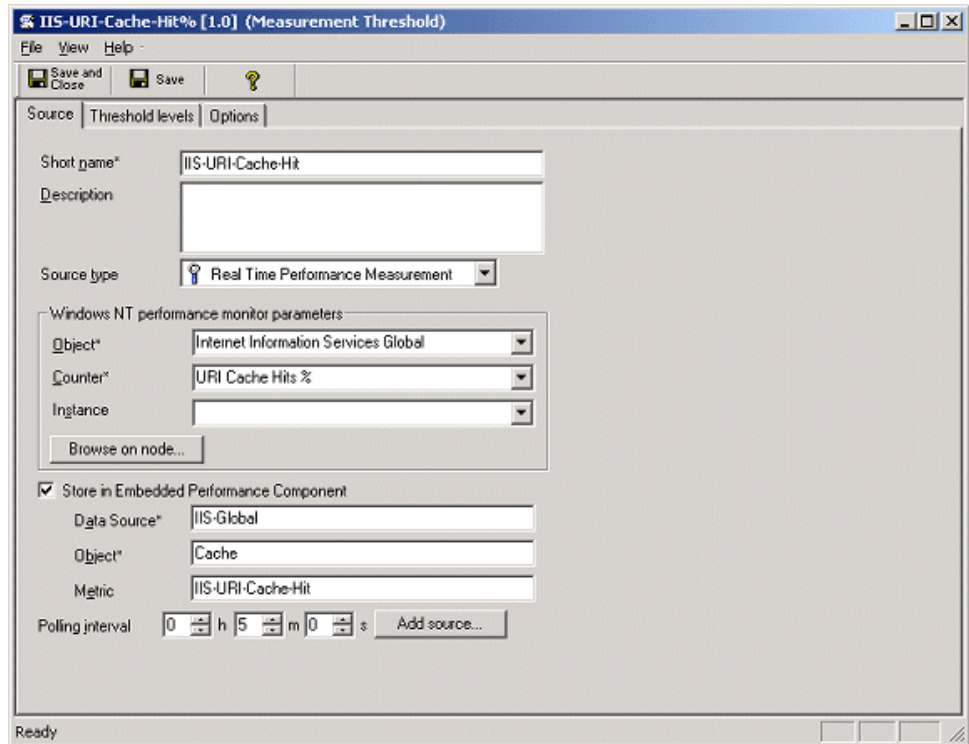
After upgrading your managed nodes to the OVO agent, you can deploy new/changed policies to specific nodes. Refer to the online help for information on deploying policies to managed nodes.

You can recreate some custom policies that were based on the MDC performance metrics. To do this, go to the Measurement Threshold Policy Editor where you will see the old OVO 6 policies with the MDC data source. You can view these policies, but cannot save them with MDC selected as the data source. Instead, you can create a similar policy, as shown below, and select to store the data in the embedded performance component. For example, in the Measurement Threshold Policy Editor, you can recreate a simple Perflib collection without thresholds as shown in the next figure. The settings are as follows:

```
\\Internet Information Services Global\URI Cache Hits %  
  
Internet Information Services Global is the object. URI Cache Hits  
% is the counter, and there is no instance (\\Object\Counter\((Instance)).
```

The required polling interval for Store in Embedded Performance Component is 5 minutes. The policy editor allows you to specify shorter intervals but the shortest interval for data logging is 5 minutes.

Setting a threshold level for the collection is optional. To only create a collection without threshold checking, leave the threshold levels empty.



Task 6: Configure OVO 7.21 and Remove Unused Files

Auto-Deployment

When you add a new managed node in OVO 7.21, the node is added to the appropriate subfolder in the OpenView Defined Groups folder. This sets up the discovery and auto-deployment function. The auto deployment feature automatically deploys the contents of certain policy groups when a node is added to the subfolder.

When you upgrade OVO 6 agents to the new OVO agent, these existing managed nodes are NOT automatically added to the OpenView Defined Groups folder for auto-deployment.

After you have upgraded the nodes to the OVO agent, you can manually set up auto-deployment for the nodes. You do this by using the node editor to open the Properties dialog for the node and clicking **OK**. The node is then added to the appropriate platform subdirectory.

Migrating Your Custom Instrumentation (Scripts and Executables)

Custom instrumentation files are user-created scripts and executables that are located in platform-specific folders on the OVO management server. If you created custom instrumentation (scripts and executables) in OVO 6 and want to retain them, you must manually copy the files from the old location to the matching location of the OVO 7.21 server.

After you upgrade the server, you will see both an old instrumentation folder and a new instrumentation folder with actions, commands and monitor. Copy your custom files as described below. Do this after upgrading from OVO 6 to OVO 7.21. You only need to copy your own custom scripts. Do not copy any that you have not customized. For example, the old instrumentation folder will contain scripts from the previous version of SPIs, which do not need to be copied.

Location of Instrumentation (assuming default installation path) for OVO 6.10:

```
C:\Program
Files\Hewlett-Packard\OpenView\VantagePoint\Instrumentati
on\[OS-PLATFORM]\[OS Version]\{Action,Command,Monitor}
```

Location of Instrumentation (assuming default installation path) for OVO 7.21:

```
C:\Program Files\HP
OpenView\Instrumentation\[OS-PLATFORM]\[OS
Version]\{Action,Command,Monitor}
```

There are changes between OVO 6 and OVO 7.21. For example, OVO 7.21 has separate folders for Windows 2000 and Windows NT. This means that a custom script from OVO 6 for Windows (working on Windows 2000 and Windows NT) has to be copied into the two destination folders for OVO 7.21.

See the example below for copying a script from the Actions folder for HP-UX 11.0.

Source OVO 6.10:

```
C:\Program
Files\Hewlett-Packard\OpenView\VantagePoint\Instrumentati
on\HPUX\B.11.00\Action\disk_test.sh
```

Destination OVO 7.21:

```
C:\Program Files\HP
OpenView\Instrumentation\HPUX\B.11.00\Action\disk_test.sh
```

After nodes are upgraded to the OVO agent, it may be required to redeploy instrumentation to selected nodes, if the above copy process is done after the initial policy deployment.

Removal of Files

On those nodes where an old Event/Action Agent (OpenView Operations Agent Version 2.0) is deployed, the MDC is automatically removed by upgrading to the new OVO agent.

When the UNIX agent is uninstalled, the old instrumentation files are left and can be deleted manually. For example, on HP-UX and Solaris you must use these commands depending on the versions of software left on the node:

```
rm -rf /var/opt/OV/bin/OpC/actions
rm -rf /var/opt/OV/bin/OpC/cmds
rm -rf /var/opt/OV/bin/OpC/monitor
rm -rf /var/opt/OV/bin/OpC/vpwin/actions
rm -rf /var/opt/OV/bin/OpC/vpwin/cmds
rm -rf /var/opt/OV/bin/OpC/vpwin/monitor
```

On AIX, you must use these commands depending on the versions of software left on the node:

```
rm -rf /var/lpp/OV/OpC/actions
rm -rf /var/lpp/OV/OpC/cmds
rm -rf /var/lpp/OV/OpC/monitor
rm -rf /var/lpp/OV/OpC/vpwin/actions
rm -rf /var/lpp/OV/OpC/vpwin/cmds
rm -rf /var/lpp/OV/OpC/vpwin/monitor
```


Side-by-Side Upgrade

A side-by-side upgrade involves installing OVO 7.21 on a “clean” supported Windows system and then migrating policies and nodes from the OVO 6 management server to the OVO 7.21 server. You do not have to upgrade the existing system to Windows 2000 before beginning this process.

You may want to examine your MDC policies and collected performance data before beginning the side-by-side migration. These policies are not available on the OVO 7.21 system, and you may need information from these policies in order to create new, similar measurement policies in OVO 7.21. The information remains available on the OVO 6 system for reference.

Task 1: Install OVO 7.21 on a Windows System

Install OVO 7.21 on a clean supported Windows system. Then prepare to migrate information from your OVO 6 management server.

Task 2: Stop All OVO 6 Processes Except the Database Processes

Use the following command to stop all relevant OVO 6 processes:

```
net stop winmgmt
```

Task 3: Migrate Node, Service, Action, and Tool Information from OVO 6

- 1 Copy the command line tool `OvModelMigrator.exe` from the OVO 7.21 installation CD to the OVO 6 management server system. The tool is located at:

```
Disk1\VPW Upgrade Tools\temp\VPWMigration
```

Do **not** run `setup.exe` located in the `VPW Upgrade Tools` directory. This is run automatically by the upgrade and should not be run manually.

- 2 Execute the `OvModelMigrator.exe` tool to export the configuration data from OVO 6.

Syntax:

```
OvModelMigrator -v -wmi -mof <destination file name>
```

Here is an example:

```
OvModelMigrator -v -wmi -mof c:\OVO6data.mof
```

- 3 Copy the `c:\OVO6data.mof` file to the OVO 7.21 management server system.
- 4 On the OVO 7.21 management server system, execute the `OvMofInstanceComp.exe` program installed on the OVO 7.21 server. This imports the configuration data from the OVO 6 server to the OVO 7.21 server.

Run:

```
OvMofInstanceComp c:\OVO6data.mof
```

The default location of this program is:

```
C:\Program Files\HP Openview\bin
```

Do not run this twice or it will create duplicates.

Task 4: Migrate OVO 6 Policies

To download the policies of the seven supported policy types from OVO 6, complete the following steps:

- 1 Copy the command line tool `OvPmDownload.exe` from the OVO 7.21 installation CD to the OVO 6 management server.
- 2 Create a directory to store the extracted PMAD configuration data; for example, `c:\download`.
- 3 Execute the `OvPmDownload` program with this directory as a parameter:

```
OvPmDownload /d c:\download
```

- 4 Copy the download directory to the OVO 7.21 management server system.
- 5 Run `ovsqlsrvimport.bat`, which is installed on the OVO 7.21 management server system. The default location of this file is:

```
C:\Program Files\HP Openview\install
```

Import the directory using the following syntax:

```
ovsqlsrvimport <OVO 7 directory> <download directory>
<password of database user OVMS_ADMIN>
```

Here is an example:

```
ovsqlsrvimport "c:\Program Files\HP OpenView" c:\download OVMS
```

All polices are now successfully migrated to the OVO 7.21 server.

Task 5: Migrate Managed Nodes

The managed node information from the OVO 6 server has been copied to your new OVO 7.21 server. To complete the migration process, you must register each of the managed nodes with the new management server.

- 1 Start the OVO 7.21 console.
- 2 Display the Node list. All the nodes that were listed in the OVO 6 console should be displayed.
- 3 The old OVO 6 management server node is displayed in the node list. Remove this entry using the **Configure Nodes... Editor**. You should only see the old management server listed; the OVO 7.21 management server cannot be deleted.
- 4 For UNIX managed nodes, you must remove the old agent package manually and install the new agent package manually as described in the OVO online help.
- 5 For each Windows managed node, execute the following steps to modify the managed node so that it is no longer managed by the OVO 6 management server. Then establish management with the OVO 7.21 management server.
 - a On the OVO 6 server, remove the old agent package so that the node will no longer be managed by this server. On the OVO 6 server, view the managed node's **Package Inventory**.
 - b Remove the **Enterprise Message/Action Agent** package, **version 2.0**.
 - c View **Deployment jobs** and verify that the removal was successful.
 - d On the OVO 7.21 management server system, install the new agent package and set the managed node. To do this, deploy the OpenView Operations Agent version 7.2x package as follows:

Open the **Policy Management** → **Deployment packages** folder, and select **OpenView Operation Agent**. Right-click on the package, select **All Tasks, Deploy On...** and select the managed node.

- e View **Deployment jobs** and verify that the deployment was successful. Once this step is completed the policies already deployed to this node can be viewed.
- f Reset the OS type for this managed node so that the node will be assigned to the appropriate OpenView Defined Groups folder and auto deployment is enabled. Do the following:
 - Open the **Configure Nodes... Editor**.
 - Select the managed node.
 - Right-click on **Properties** and click **OK**.

The managed node is now configured into the proper OS Node Group folder.

- g On the OVO 6 management server, remove the unmanaged node. To do this, delete the managed node from the OVO 6 management server using the **Configure, Nodes... Editor**. Select the managed node. Right-click and select **Delete**. Click **Yes** to the confirmation prompt.
- 6 Repeat the process in Step 4 and 5 above for each OVO 6 managed node that you want to manage with OVO 7.21. Until you have gone through these steps, the node will continue to be managed by the OVO 6 management server. Messages will not be forwarded to the OVO 7.21 management server.

If you no longer wish to manage a node formerly managed by OVO 6, use OVO 6 to un-deploy the policies and packages from that node. Then remove the node from the OVO 7.21 management server.

A reporting component is included with OVO 7.21 that will produce reports on the OVO 7.21 managed nodes and OVO 7.21 messages.

If you also have HP OpenView Reporter installed on the OVO 6 management server, you can continue to run Reporter separately. To move the HP OpenView Reporter product to the new OVO 7.21 server, do the following:

- Install Reporter 3.5 on the new OVO 7.21 server, which upgrades the embedded reporting component in OVO 7.21.
- Move your Reporter license key from the old system to this new system.

- If you have customized reports, move them to the new system after upgrading them to Crystal 8.5 (the only version supported in Reporter 3.5).

The Reporter documentation provides more information.

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