

# HP Operations Agent

For the Windows ®, HP-UX, Solaris, Linux, and AIX operating systems

Software Version: 11.02

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## Installation Guide

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## Contents

Installation Guide.....	1
Contents.....	5
Overview.....	8
Downloading the HP Operations Agent 11.02.....	9
Update Deployment Packages on the Management Server.....	10
Prerequisites.....	10
Install the Agent on the Management Server.....	10
Back Up the OpenVMS Deployment Package (Only on HPOM for UNIX).....	10
Install the Deployment Package.....	11
Verify the installation.....	11
Update Deployment Packages with Hotfixes.....	12
Revert to Older Deployment Packages.....	12
Remove the Deployment Package Updates.....	13
Log Files.....	13
Update Deployment Packages on Management Servers in Clusters.....	15
Install the HP Operations Agent 11.02 on the Active Management Server.....	15
Install HP Operations Agent 11.02 Deployment Packages on the Active Management Server.....	17
Install the HP Operations Agent 11.02 on Other Management Servers in the Cluster....	17
Synchronize Installer Scripts After Failover.....	17
Installing the HP Operations Agent 11.02.....	19
Prerequisites for Installing the HP Operations Agent.....	19
Hardware Requirements.....	19
Software Requirements.....	20
Additional Requirements for vSphere Management Assistant Nodes.....	20
Install the HP Operations Agent 11.02 on a Node Manually.....	20
On Windows Nodes.....	21
On UNIX/Linux Nodes.....	21

Post-Installation Task for Nodes Under HPOM for Windows.....	22
Verify the installation.....	22
Installing the HP Operations Agent 11.02 Remotely.....	22
Before You Begin.....	22
Install the Agent.....	24
Verify Installation on the Node.....	25
Install the HP Operations Agent 11.00 and 11.02 Together.....	26
Preparing to Install the Agent 11.00 and 11.02 Together.....	26
Install on Windows Nodes.....	28
Install on UNIX/Linux Nodes.....	29
Install from the HPOM Console.....	30
Prerequisites for Installing the HP Operations Agent from the HPOM Console.....	30
From the HPOM for Windows Console.....	30
From the HPOM for UNIX Console.....	31
Modify the Default Deployment Behavior.....	32
Reverting to the HP Operations Agent 11.01.....	32
Stopping Unnecessary Processes.....	32
Removing the HP Operations Agent 11.02.....	36
Remove the HPOperations Agent 11.02 Remotely.....	37
Remove the HP Operations Agent from Linux Nodes.....	38
Reinstall the HP Operations Agent 11.02 on Linux.....	38
Removing the Agent with the oacleanall Script.....	39
Applying Hotfixes.....	40
Update Deployment Packages with Hotfixes.....	40
Remove Agent Hotfixes from Deployment Packages.....	41
Applying Hotfixes Remotely.....	42
Before You Begin.....	42
Install the Hotfix on Nodes.....	44
Verify Installation on the Node.....	45
Apply Hotfixes Remotely on Nodes from the HPOM Console.....	45
Apply Hotfixes on Nodes Manually.....	46
Remove Hotfixes for the Agent 11.02 Remotely.....	47

Remove Hotfixes Manually.....	47
Troubleshooting.....	49
Installation Fails on a Windows Node with the Error "MSI version is less than 4.5".....	49
Deployment Package for a Platform is Downgraded to the Version 8.x.....	49
Remote Installation of the Agent from the HPOM for Windows Console Fails.....	50
Installing the HP Operations Agent 11.01 After an Unsuccessful Installation of the HP . Operations Agent 11.02.....	50
Error Messages Appear in the "status.perfalarm" File After Installing the Agent with the "syncwpar" Command.....	51
Reinstallation of the Agent Fails on Windows 2003.....	51
Remote Installation from the HPOM Console Fails on Windows 7 x64 Nodes.....	51

# Chapter 1

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## Overview

You can obtain the HP Operations agent 11.02 from the Software Support Online web site. The HP Operations agent 11.02 media is available in the ISO format—five different ISO files for five operating systems supported by the HP Operations agent.

The HP Operations agent 11.02 ISO file provides you with utilities to apply the update on the agent running on the managed node. The utilities also enable you to update the HP Operations agent 11.00 deployment packages available on the management server. Updating the deployment packages helps you deploy the agent 11.02 centrally from the management server to all managed nodes.



## Chapter 2

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### Downloading the HP Operations Agent 11.02

To download HP Operations agent 11.02 ISO files, follow these steps:

1. Go to the following web site:  
<http://h20230.www2.hp.com/selfsolve/patches>
2. Log on to the web site with your HP Passport credentials.
3. Search with the keyword HP Operations agent 11.02. The search result includes links to download the ISO files for the HP Operations agent 11.02.
4. Click one of the links and download the ISO file on your system.

The ISO files for the HP Operations agent 11.02 not only include updates for the agent 11.00 running on managed nodes, but they also include updates for deployment packages for the HP Operations agent 11.00. Although you can just install the updates on the agent locally on managed nodes, updating the deployment packages on the management server provides you with an additional patch deployment feature that simplifies the process of deploying the patch centrally and remotely from the management server to multiple nodes.

**Tip:** You are required to install the HP Operations agent 11.02 on the management server before installing the deployment packages. Therefore, if the managed nodes and the management server are running on different operating systems, you must download the ISO file for the management server's operating system too.

You can use the option of installing the HP Operations agent 11.02 together with all available hotfixes. Hotfixes for the HP Operations agent 11.02 are available in the form of `.tar` files. Contact HP Support to obtain the hotfixes.

# Chapter 3

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## Update Deployment Packages on the Management Server

Skip this section if you do not use HPOM and installed the agent only on standalone nodes for system performance monitoring.

### Prerequisites

#### Install the Agent on the Management Server

1. Make sure that HP Operations agent 11.00 deployment packages are installed on the management server.
2. Make sure that the HP Operations agent 11.00 is running on the management server.
3. Download the patch ISO file for the management server's operating system.
4. Transfer the downloaded ISO file onto the management server.
5. Log on to the management server with the root or administrator privileges.
6. Extract the contents of the ISO file into a local directory on the management server, or mount the ISO file.
7. Go to the directory where you extracted or mounted the ISO file, and then install the agent by running the following command:

*On Windows*

**cscript oainstall.vbs -i -a**

*On UNIX/Linux*

**./oainstall.sh -i -a**

8. Restart HPOM processes:

*On HPOM for Windows*

**vpstat -3 -r stop**

**vpstat -3 -r start**

*On HPOM on UNIX/Linux*

**/opt/OV/bin/OpC/opcsv -stop**

**/opt/OV/bin/OpC/opcsv -start**

*Only on HPOM for UNIX 8.3x. /opt/OV/bin/ovstop -c*

*Only on HPOM for UNIX 8.3x. /opt/OV/bin/ovstart -c*

#### Back Up the OpenVMS Deployment Package (Only on HPOM for UNIX)

If you are installing the HP Operations agent 11.02 deployment packages on the HPOM for UNIX management server, and if the HP Operations agent deployment package for the OpenVMS

platform is already available on the server, you must take a backup of the deployment package for OpenVMS before the installation procedure starts.

1. Log on to the management server as root.
2. Transfer the contents of the directory `/var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/alpha/ovms` into the `/tmp` directory (or any directory of your choice).

After installation, you must copy the backed-up contents of the `ovms` directory into the original location (`/var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/alpha/ovm`).

## Install the Deployment Package

To update the deployment packages on the management server, follow these steps:

1. Download the ISO file for the managed node platform.
2. Transfer the downloaded ISO file onto the management server.
3. Log on to the management server with the root or administrator privileges.
4. Extract the contents of the ISO file into a local directory on the management server, or mount the ISO file.
5. From the command prompt, run the following command:  
*On Windows*  
**cscript oainstall.vbs -i -m**  
*On UNIX/Linux*  
**./oainstall.sh -i -m**

**Tip:** If you use different operating systems for different node groups in your environment, you must perform [step 1](#) through [step 5](#) for each operating system that is in use in your environment.

You can now apply the updates for 11.02 on managed nodes remotely and centrally from the management server. You can view the installation log file (`oapatch.log`) in the following location:

*On Windows*

`%ovdatadir%\shared\server\log`

*On UNIX/Linux*

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

You can use the HPOM console to install agent 11.00 and 11.02 together on a node where the agent 11.00 is not already installed. When you install the deployment package updates for the agent 11.02, the configuration variable `INCLUDEUPDATES` is introduced on the management server and automatically set to `true` by the installer, which ensures agent 11.00 and 11.02 are installed together on nodes where the agent 11.00 is not already installed. For more information about installing the agent from the HPOM console, see ["Install from the HPOM Console" \(on page 30\)](#). To modify the default value of the `INCLUDEUPDATES` variable, see ["Modify the Default Deployment Behavior" \(on page 32\)](#).

## Verify the installation

To verify that the version 11.02 of the agent deployment package is installed on the management server, follow these steps:

1. Log on to the management server with the root or administrator privileges.
2. Go to the following directory:

*On HPOM for Windows (32-bit systems)*

```
%ovinstalldir%bin\OpC\agtinstall
```

*On HPOM for Windows (64-bit systems)*

```
%ovinstalldir%bin\win64\OpC\agtinstall
```

*On HPOM on UNIX/Linux*

```
/opt/OV/bin/OpC/agtinstall
```

3. View the package inventory.

To view the package inventory, run the following command:

*On Windows*

```
cscript oainstall.vbs -inv
```

*On UNIX/Linux*

```
./oainstall.sh -inv
```

The command displays the list of HP Operations agent 11.02 deployment packages that are installed on the system under the `Active Agent Patches Installed` section.

For example, if you install the deployment package for HP-UX and Windows, the command shows:

```
Active Agent Patches Installed
=====
OAHPUX_00003      :HP-UX   :IPF32           :11.02.003
OAHPUX_00003      :HP-UX   :PA-RISC         :11.02.003
OAWIN_00003       :WIN     :IPF64           :11.02.003
OAWIN_00003       :WIN     :x64             :11.02.003
OAWIN_00003       :WIN     :x86             :11.02.003
```

## Update Deployment Packages with Hotfixes

The HP Operations agent 11.02 enables you to apply hotfixes on nodes centrally from the HPOM management server while installing the agent remotely. However, you can take the advantage of installing hotfixes from the HPOM console only when you want to deploy hotfixes together with the agent 11.00 and 11.02. For more information, see ["Update Deployment Packages with Hotfixes" \(on page 40\)](#).

## Revert to Older Deployment Packages

You can revert to older deployment packages by removing the packages for the agent 11.02.

Removing the agent 11.02 deployment packages has the following effects in the package inventory:

- Deployment packages for the agent 11.01 are reinstated if the agent 11.01 packages were installed on the management server prior to installing the agent 11.02 packages.
- Deployment packages for the agent 11.00 are reinstated if the agent 11.01 packages were not installed on the management server prior to installing the agent 11.02 packages.

## Remove the Deployment Package Updates

To remove the updates applied on the deployment packages, follow these steps:

1. Log on to the management server with the root or administrator privileges.
2. Go to the following directory:  
*On Windows (32-bit systems)*  
`%ovinstalldir%\bin\OpC\agtinstall`  
*On Windows (64-bit systems)*  
`%ovinstalldir%\bin\win64\OpC\agtinstall`  
*On UNIX/Linux*  
`/opt/OV/bin/OpC/install`
3. Run the following command:  
*On Windows*  
`cscript oainstall.vbs -r -m -pn <ISO_name>`  
*On UNIX/Linux*  
`./oainstall.sh -r -m -pn <ISO_name>`

In this instance, *<ISO\_name>* is the file name of the ISO file that you downloaded (without the extension .ISO). The following table lists the ISO file names for all five node platforms:

### ISO File Names

Platform	File Name
Windows	OAWIN_00003
Linux	OALIN_00003
HP-UX	OAHPUX_00003
Solaris	OASOL_00301
AIX	OAAIX_00003

This procedure makes the following change to the deployment packages:

- Reinstates the agent 11.01 deployment packages if you installed the agent 11.01 packages prior to installing the agent 11.02 packages.
- Reinstates the agent 11.00 deployment packages if you did not install the agent 11.01 packages prior to installing the agent 11.02 packages.

## Log Files

The installation log file (`oapatch.log`) is located in the following directory on the management server:

*On Windows*

`%ovdatadir%\shared\server\log`

*On UNIX/Linux*

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

# Chapter 4

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## Update Deployment Packages on Management Servers in Clusters

For HPOM management servers that exist in high-availability (HA) clusters, you must install the deployment packages for the HP Operations agent 11.02 only on active nodes. However, the HP Operations agent 11.02 must be running on each node in the cluster.

To install HP Operations agent 11.02 deployment packages, follow these steps:

1. ["Install the HP Operations Agent 11.02 on the Active Management Server" \(on page 15\).](#)
2. ["Install HP Operations Agent 11.02 Deployment Packages on the Active Management Server" \(on page 17\).](#)
3. ["Install the HP Operations Agent 11.02 on Other Management Servers in the Cluster" \(on page 17\)](#)
4. ["Synchronize Installer Scripts After Failover" \(on page 17\).](#) Perform this step only after HPOM fails over to another node in the HA cluster.

## Install the HP Operations Agent 11.02 on the Active Management Server

To install the agent in an HA cluster on the active management server, follow these steps:

1. Make sure that the management server meets the disk space requirement:

### Disk Space Requirements

OS	Free Disk Space
Windows	150 MB
Linux	<ul style="list-style-type: none"><li>▪ 50 MB on <code>/opt</code></li><li>▪ 100 MB on <code>/var</code></li></ul>
HP-UX	<ul style="list-style-type: none"><li>▪ 50 MB on <code>/opt</code></li><li>▪ 100 MB on <code>/var</code></li></ul>
Solaris	<ul style="list-style-type: none"><li>▪ 50 MB on <code>/opt</code></li><li>▪ 100 MB on <code>/var</code></li></ul>

**Note:** *On UNIX/Linux.* At least 20% of the original volume of the `/tmp` directory must be free while you install the agent.

2. Make sure that the HP Operations agent 11.00 is installed and configured on the management servers.
3. Disable the mechanism to monitor HPOM's resource group.

If you use HPOM for Windows, follow these steps on *all* nodes in the HA cluster:

- a. Log on to the management server as an administrator.
- b. Set the management server to the unplanned outage mode by running the following command:

```
ovownodeutil -outage_node -unplanned -node_name <FQDN_of_node>
```

In this instance, <FQDN\_of\_node> is the fully qualified domain name of the management server.

If you use HPOM on UNIX/Linux, follow these steps *only* on active nodes in the HA cluster:

- a. Log on to the management server as root.
- b. Disable monitoring of the resource group:

```
/opt/OV/bin/ovharg -monitor <HA_resource_group_name> disable
```

In this instance, <HA\_resource\_group\_name> is the HA resource group for HPOM on the management server.

4. Install the HP Operations agent 11.02 on the management server.

- a. Log on to the management server as root or administrator.
- b. Stop all agent and HPOM processes:

*On Windows*

```
vpstat -3 -r stop
```

```
%ovinstalldir%bin\opcagt -stop
```

*On UNIX/Linux*

```
/opt/OV/bin/OpC/opcsv -stop
```

```
/opt/OV/bin/opcagt -stop
```

*Only for HPOM for UNIX 8.3x. /opt/OV/bin/ovstop*

- c. Extract the contents of the HP Operations agent 11.02ISO file into a local directory. Alternatively, you can mount the ISO file.
- d. Go to the directory where you extracted (or mounted) the ISO file, and then run the following command:

*On Windows*

```
cscript oainstall.vbs -i -a
```

*On UNIX/Linux*

```
./oainstall.sh -i -a
```

- e. Restart all HPOM processes:

*On Windows*

```
vpstat -3 -r stop
```

```
vpstat -3 -r start
```



*On UNIX/Linux*

```
/opt/OV/bin/OpC/opcsv -stop
```

```
/opt/OV/bin/OpC/opcsv -start
```

*Only for HPOM for UNIX 8.3x. /opt/OV/bin/ovstop -c*

*Only for HPOM for UNIX 8.3x. /opt/OV/bin/ovstart -c*

## Install HP Operations Agent 11.02 Deployment Packages on the Active Management Server

Install the deployment packages for the HP Operations agent 11.02 on the active management server:

1. Log on to the management server as root or administrator.
2. Go to the directory where you extracted (or mounted) the HP Operations agent 11.02 ISO file.
3. From the command prompt, run the following command:

*On Windows*

```
cscript oainstall.vbs -i -m
```

*On UNIX/Linux*

```
./oainstall.sh -i -m
```

**Tip:** If you use different operating systems for different node groups in your environment, you must perform [step 1](#) through [step 3](#) for each operating system that is in use in your environment.

## Install the HP Operations Agent 11.02 on Other Management Servers in the Cluster

Verify that the HP Operations agent 11.02 works correctly on the active node, and then install the HP Operations agent 11.02 on other management servers in the cluster that are not active.

Follow the instructions in "[Installing the HP Operations Agent 11.02](#)" (on page 19).

## Synchronize Installer Scripts After Failover

After failover, perform this task to make sure that the correct version of the installer program for the HP Operations agent is transferred to the currently active node in the cluster (you need the installer program to remove the agent deployment packages or to [view the package inventory](#)).

After HPOM fails over to a node in the HA cluster, follow these steps:

1. Log on as root or administrator to the node where HPOM is currently active.
2. Run the following command:

*On Windows*

```
cscript %OvShareDir%\server\installation\oainstall_sync.vbs
```

*On UNIX/Linux*

```
/var/opt/OV/shared/server/installation/oainstall_sync.sh
```

The command transfers the latest version of the `oainstall.vbs` or `oainstall.sh` script to the currently active node from the failed node.

3. View the package inventory for the agent on the currently active node to make sure that deployment packages for the HP Operations agent 11.02 are available.

To view the package inventory, run the following command:

*On Windows*

**cscript oainstall.vbs -inv**

*On UNIX/Linux*

**./oainstall.sh -inv**

The command displays the list of HP Operations agent 11.02 deployment packages that are installed on the system under the `Active Agent Patches Installed` section.

# Chapter 5

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## Installing the HP Operations Agent 11.02

You can install the HP Operations agent 11.02 manually on an HPOM-managed or standalone node, or you can use the HPOM management server to deploy the HP Operations agent 11.02 centrally on all managed nodes.

The installer program, which is available with the HP Operations agent 11.02 media, enables you to install the HP Operations agent 11.00 and 11.02 together on a node with a single command. To use this capability, you must ensure the node meets all the requirements for the HP Operations agent 11.00.

When you start the installation process, the installer first removes all hotfixes for the agent 11.00 that were installed with the Hotfix Deployment Tool, and then starts installing the agent 11.02.

Those hotfixes are, however, included in the HP Operations agent 11.02 and are brought in effect again after the installation is complete.

**Note:** No additional steps are required for installing the HP Operations agent on nodes in a high-availability cluster. The agent installation process does not stop cluster services or daemons running on the node. Installing the agent deployment packages, however, requires additional steps ("[Update Deployment Packages on Management Servers in Clusters](#)" (on page 15)).

To install only the HP Operations agent 11.02, do one of the following:

- Install from the management server:
  - To install from the HPOM console, see "[Install from the HPOM Console](#)" (on page 30).
  - To install with the command line, see "[Installing the HP Operations Agent 11.02 Remotely](#)" (on page 22)
- "[Install the HP Operations Agent 11.02 on a Node Manually](#)" (on page 20)

To install the HP Operations agent 11.02 with the HP Operations agent 11.00, do one of the following:

- To install from the HPOM console, see "[Install from the HPOM Console](#)" (on page 30).
- "[Install the HP Operations Agent 11.00 and 11.02 Together](#)" (on page 26)

## Prerequisites for Installing the HP Operations Agent

### Hardware Requirements

For information about supported architecture types, see the Support Matrix at:

[http://h20230.www2.hp.com/sc/support\\_matrices.jsp](http://h20230.www2.hp.com/sc/support_matrices.jsp)

The following table describes the disk space requirements for the HP Operations agent 11.02:

## Disk Space Requirements

OS	Free Disk Space
Windows	150 MB
Linux	<ul style="list-style-type: none"> <li>• 50 MB on <code>/opt</code></li> <li>• 100 MB on <code>/var</code></li> </ul>
HP-UX	<ul style="list-style-type: none"> <li>• 50 MB on <code>/opt</code></li> <li>• 100 MB on <code>/var</code></li> </ul>
Solaris	<ul style="list-style-type: none"> <li>• 50 MB on <code>/opt</code></li> <li>• 100 MB on <code>/var</code></li> </ul>

**Note:** On *UNIX/Linux*. At least 20% of the original volume of the `/tmp` directory must be free while you install the agent.

## Software Requirements

- **Operating system:** For a list of supported operating systems, see the Support Matrix at: [http://h20230.www2.hp.com/sc/support\\_matrices.jsp](http://h20230.www2.hp.com/sc/support_matrices.jsp)
- HP Operations agent 11.00 must be installed and configured on the node.
- Windows Installer 4.5 or higher must be installed on Windows nodes.
- Remove all test binaries for the HP Operations agent from all Windows nodes (test binaries are hotfixes that are distributed by HP Support for testing purposes only).

## Additional Requirements for vSphere Management Assistant Nodes

- **Login requirement**

By default, the root login is disabled on vSphere Management Assistant (vMA). As a result, you cannot deploy the agent remotely from the HPOM console to a vMA node. The `oainstall` script also requires the root privileges. Therefore, you must use the `sudo` command to switch to the root user before installing the agent manually on the vMA node.

- **viserver.properties**

Since installation of the HP Operations agent 11.02 overwrites the old `viserver.properties` file with a new one, you may lose some configuration data. Therefore, on the vMA node, you must always back up the existing `viserver.properties` file (which is available in the `/var/opt/perf` directory) before installing the HP Operations agent 11.02.

After installation, you must replace the new `viserver.properties` file with the file that you backed up

## Install the HP Operations Agent 11.02 on a Node Manually

The HP Operations agent 11.02 media enables you to install the agent manually using command-line utilities. The installer programs, available with the media, enable you to install the product on a node in the HPOM-managed environment or on a standalone system.

**Note:** The HP Operations agent 11.00 media provided you with the `oasetup` program, which could be used in installing the agent (instead of the `oainstall` scripts). Although the agent 11.02 ISO file includes the `oasetup` program (within the `patches` directory), use only the `oainstall` script for installing the HP Operations agent 11.02.

### On Windows Nodes

1. Log on to the node with the administrator privileges.
2. Make sure the HP Operations agent 11.00 is already installed and running on the system.
3. Extract the contents of the ISO file into a local directory.
4. Go to the directory where you extracted the contents of the ISO file.
5. Run the following command to install the agent (on an HPOM-managed node or on a standalone system):  
**`cscript oainstall.vbs -i -a`**

After you run the command, the installation procedure begins. At the end of the installation, the agent starts its operation on the node and all the necessary components start running.

If you install the HP Operations agent on the HPOM for Windows management server (that is, if you select the management server as a managed node), you must manually restart all HPOM processes by running the following commands on the management server:

- **`vpstat -3 -r stop`**
- **`vpstat -3 -r start`**

### On UNIX/Linux Nodes

1. Log on to the node with the root privileges.
2. Make sure the HP Operations agent 11.00 is already installed and running on the system.
3. Extract the contents of the ISO file into a local directory.
4. Go to the directory where you extracted the contents of the ISO file.
5. Run the following command to install the agent (on an HPOM-managed node or a standalone system):  
**`./oainstall.sh -i -a`**

After you run the command, the installation procedure begins. At the end of the installation, the agent starts its operation on the node and all the necessary components start running.

If you install the HP Operations agent on the HPOM on UNIX/Linux management server (that is, if you select the management server as a managed node), you must manually restart all HPOM processes by running the following commands on the management server:

- **`/opt/OV/bin/OpC/opcsv -stop`**
- **`/opt/OV/bin/OpC/opcsv -start`**
- *Only on HPOM for UNIX 8.3x.* **`/opt/OV/bin/ovstop -c`**
- *Only on HPOM for UNIX 8.3x.* **`/opt/OV/bin/ovstart -c`**

## Post-Installation Task for Nodes Under HPOM for Windows

If the agent node is managed by HPOM for Windows and if you remotely installed the HP Operations agent 11.00 on the node from the HPOM console, you must perform the following steps after manually installing the agent 11.02 on the node:

1. Go to the console tree of the HPOM console.
2. Right-click the node, and then click **All Tasks > Synchronize > Packages**.

## Verify the installation

To verify that the HP Operations agent 11.02 is installed on the system successfully, follow these steps:

1. Go to the following directory on the node:

*On Windows*

`%ovinstalldir%bin`

*On HP-UX, Linux, or Solaris*

`/opt/OV/bin`

*On AIX*

`/usr/lpp/OV/bin`

2. Run the following command:

*On Windows*

**ovdeploy -inv -includeupdates**

*On UNIX/Linux:*

**./ovdeploy -inv -includeupdates**

The command lists the version of the agent installed on the system.

## Installing the HP Operations Agent 11.02 Remotely

From the management server, you can install the HP Operations agent 11.02 remotely on managed nodes.

## Before You Begin

1. Make sure that the HP Operations agent 11.00 is installed and configured on the node (the agent must be running on the node).
2. Determine the location of the `OVO-Agent.xml` file on the management server for the node where you want to install the HP Operations agent 11.02.

### Location of the OVO-Agent.xml File on the HPOM for Windows Management Server

Node Platform	Location of the OVO-Agent.xml File
Windows (Itanium)	<code>%ovdatadir%shared\Packages\HTTPS\windows\</code>

Node Platform	Location of the OVO-Agent.xml File
	ms\5.2 6.0 6.1\ipf64\Operations-agent\11.00.044\64\https\oawin_00003
Windows (x64)	%ovdatadir%shared\Packages\HTTPS\windows\ms\5.1 5.2 6.0 6.1\x64\Operations-agent\11.00.044\64\https\oawin_00003
Windows (x86)	%ovdatadir%shared\Packages\HTTPS\windows\ms\5.0 5.1 5.2 6.0 6.1\x86\Operations-agent\11.00.044\32 64\https\oawin_00003
HP-UX (Itanium)	%ovdatadir%shared\Packages\HTTPS\hp-ux\hp\11.23 11.31\ipf32\Operations-agent\11.00.044\64\https\oahpux_00003
HP-UX (PA-RISC)	%ovdatadir%shared\Packages\HTTPS\hp-ux\hp\11.11 11.23 11.31\pa-risc\Operations-agent\11.00.044\32 64\https\oahpux_00003
Linux (Itanium)	%ovdatadir%shared\Packages\HTTPS\linux\linux\2.6\ipf64\Operations-agent\11.00.044\64\https\oalin_00002
Linux (POWER)	%ovdatadir%shared\Packages\HTTPS\linux\linux\2.6\powerpc\Operations-agent\11.00.044\64\https\oalin_00003
Linux (x86)	%ovdatadir%shared\Packages\HTTPS\linux\linux\2.6\x86\Operations-agent \11.00.044\32 64\https\oalin_00003
Linux (x64)	%ovdatadir%shared\Packages\HTTPS\linux\linux\2.6\x64\Operations-agent\11.00.044\64\https\oalin_00003
Solaris (SPARC)	%ovdatadir%shared\Packages\HTTPS\solaris\sun\5.9 5.10\sparc\Operations-agent\11.00.044\32 64\https\oasol_00301
Solaris (x86)	%ovdatadir%shared\Packages\HTTPS\solaris\sun\5.10\x86\Operations-agent \11.00.044\32 64\https\oasol_00301
AIX (5.3)	%ovdatadir%shared\Packages\HTTPS\aix\ibm\5.3\powerpc\Operations-agent \11.00.044\32 64\https\oaaix_00003
AIX (6.1)	%ovdatadir%shared\Packages\HTTPS\aix\ibm\6.1\powerpc\Operations-agent\11.00.044\64\https\oaaix_00003

**Location of the OVO-Agent.xml file on the HPOM on UNIX/Linux Management Server**

Node Platform	Location of the OVO-Agent.xml File
Windows (Itanium)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/ms/ipf64/win2k3/A.11.00.000/RPC_BBC/OAWIN_00003
Windows (x64)	/var/opt/OV/share/databases/OpC//mgd_node/vendor/ms/x64/win2k3/A.11.00.000/RPC_BBC/OAWIN_00003
Windows (x86)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/ms/x86/winnt/A.11.00.000/RPC_BBC/OAWIN_00003
HP-UX (Itanium)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/ipf32/hpux1122/A.11.00.000/RPC_BBC/OAHPUX_00003
HP-UX (PA-RISC)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/pa-risc/hpux1100/A.11.00.000/RPC_BBC/OAHPUX_00003
Linux (Itanium)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/linux/ipf64/linux26/A.11.00.000/RPC_BBC/OALIN_00003
Linux (POWER)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/linux/powerpc/linux26/A.11.00.000/RPC_BBC/OALIN_00003
Linux (x86)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/linux/x86/linux26/A.11.00.000/RPC_BBC/OALIN_00003
Linux (x64)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/linux/x64/linux26/A.11.00.000/RPC_BBC/OALIN_00003
Solaris (SPARC)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/sun/sparc/solaris7/A.11.00.000/RPC_BBC/OASOL_00301
Solaris (x86)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/sun/x86/solaris10/A.11.00.000/RPC_BBC/OASOL_00301
AIX (5.3)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/ibm/rs6000/aix5/A.11.00.000/RPC_BBC/OAAIX_00003
AIX (6.1)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/ibm/rs6k64/aix5/A.11.00.000/RPC_BBC/OAAIX_00003

**Install the Agent**

To install the agent remotely from the command line, follow these steps:

1. Log on to the management server as root or administrator.
2. Go to the following directory on the management server:



On Windows:

```
%ovinstalldir%bin
```

On UNIX/Linux:

```
/opt/OV/bin
```

3. Run the following command:

```
ovdeploy -install -bundle <path-to-OVO-Agent.xml>-host <node name> -ovrg server
```

In this instance:

*<path-to-OVO-Agent.xml>* is the path to the *OVO-Agent.xml* file for the node type (see [Table: Location of the OVO-Agent.XML File](#)).

*<node name>* is the FQDN of the node

The command installs the HP Operations agent 11.02 on the node.

If you updated the deployment packages of the agent with hotfixes, the command installs the hotfixes as well after installing the HP Operations agent 11.02.

4. Run the following command on the management server to check that the installation is successful:

For Windows nodes:

```
ovdeploy -cmd -file "%ovinstalldir%bin\opcagt -version" -host <node_name>
```

For HP-UX, Linux, or Solaris nodes:

```
ovdeploy -cmd -file "/opt/OV/bin/opcagt -version" -host <node_name>
```

For AIX nodes:

```
ovdeploy -cmd -file "/usr/lpp/OV/bin/opcagt -version" -host <node_name>
```

The command output shows 11.02 if the installation is successful.

### Verify Installation on the Node

To verify that the installation is successful, follow these steps on the node:

1. Log on to the node as administrator or root.
2. Go to the following directory:

*Windows:*

```
%ovinstalldir%bin
```

*HP-UX, Linux, or Solaris:*

```
/opt/OV/bin
```

*AIX:*

```
/usr/lpp/OV/bin
```

3. Run the following command:

*Windows:*

```
ovdeploy -inv -includeupdates
```

*UNIX/Linux:*

```
./ovdeploy -inv -includeupdates
```

The command output shows the list of components upgraded by the installer in the `PATCH` section. If you updated the deployment packages with hotfixes, the command lists the details of each hotfix under the `HOTFIX: <hotfix_name>` section.

## Install the HP Operations Agent 11.00 and 11.02 Together

The HP Operations agent 11.02 installer enables you to install the agent 11.02 along with the base agent version 11.00. The installer first installs the agent 11.00 on the system, and then installs the updates available with the agent 11.02.

You can use the `oainstall` script to install both versions of the HP Operations agent locally on a managed node, or you can use the `ovdeploy` command to remotely install these versions of the HP Operations agent on a managed node from the management server.

**Note:** The HP Operations agent 11.00 media provided you with the `oasetup` program, which could be used in installing the agent (instead of the `oainstall` scripts). Although the agent 11.02 ISO file includes the `oasetup` program (within the `patches` directory), use only the `oainstall` script for installing the HP Operations agent 11.02.

## Preparing to Install the Agent 11.00 and 11.02 Together

Before you attempt to install the HP Operations agent 11.00 and HP Operations agent 11.02 together, make sure that the node meets all the prerequisites.

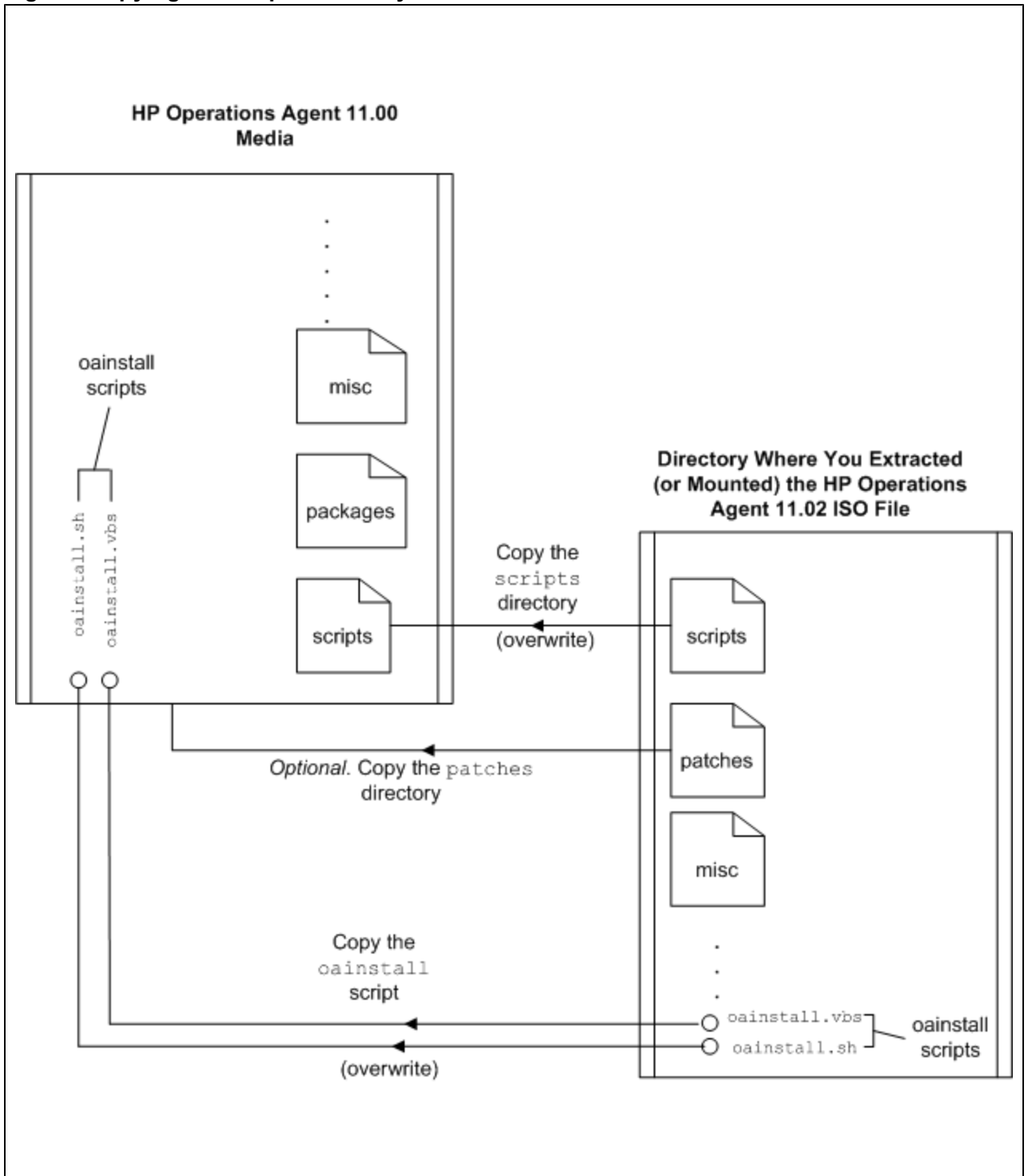
1. See the *Prerequisites* section in the *HP Operations Agent (11.00) Installation Guide* and make sure all the prerequisites are met.
2. See the ["Prerequisites for Installing the HP Operations Agent" \(on page 19\)](#) section and make sure all the prerequisites are met.
3. Extract the contents of the media ISO file for the agent 11.00 into a local directory.

**Note:** Since this procedure involves overwriting certain files in the agent 11.00 media, do not mount the 11.00 media. If the media is mounted on the system, you will not be able to overwrite any files.

4. Extract the contents of the ISO file for the agent 11.02 into a local directory, or mount the ISO file on the system.
5. From the directory where you extracted (or mounted) the contents of the HP Operations agent11.02 ISO file, copy the `oainstall` script (`oainstall.vbs` for Windows; `oainstall.sh` for UNIX/Linux) into the directory where you extracted the contents of the HP Operations agent 11.00 media.
6. From the directory where you extracted (or mounted) the contents of the HP Operations agent11.02 ISO file, copy the `scripts` directory to the directory where you extracted the contents of the HP Operations agent 11.00 media.

Because the HP Operations agent 11.02 ISO file also includes a `scripts` directory, you must overwrite the contents of the existing `scripts` directory while copying.

**Figure: Copying the scripts Directory**



**Tip:** You can transfer the `patch` directory as well from the directory where you extracted (or mounted) the HP Operations agent 11.02 ISO file into the directory where you extracted the

contents of the HP Operations agent 11.00 if you like to create a package that can be reused for installing the HP Operations agent 11.00 and 11.02 together on different nodes.

## Install on Windows Nodes

To install the agent 11.00 and 11.02 together, follow these steps:

1. Log on to the system with the administrator privileges.
2. *Optional.* If you want to install hotfixes for the agent 11.02, follow these steps:
  - a. Obtain the hotfix `.tar` file from HP Support.
  - b. Extract the contents of the `.tar` file into a local directory.

You can use the 7-Zip tool to extract the contents of the hotfix `.tar` file.

3. To install the agent (on an HPOM-managed or standalone node), go to the directory where you extracted the contents of the HP Operations agent 11.00 media, and then run the following command:

```
cscript oainstall.vbs -i -a -includeupdates -patch_dir <patch_directory>
```

The command may fail if you are installing the agent on a platform that is certified as a *supported platform* for the agent 11.0x only with this release. In that case, run the following command instead:

```
cscript oainstall.vbs -i -a -minprecheck -includeupdates -patch_dir <patch_directory>
```

To include the hotfixes as well, run the following command:

```
cscript oainstall.vbs -i -a -includeupdates -patch_dir <patch_directory> -hotfix_dir <hotfix_directory>
```

In this instance, `<patch_directory>` is the directory where the contents of the agent 11.02 ISO file are extracted and `<hotfix_directory>` is the directory where the hotfix `.tar` file is extracted.

You can install multiple hotfixes by extracting multiple hotfix `.tar` files into the same directory. To install multiple hotfixes, make sure that all hotfix `.tar` files are extracted into the same directory. You cannot specify multiple `hotfix_dir` parameters in this command.

**Tip:** You can extract the contents of the HP Operations agent 11.02 ISO file into the same directory where you extracted the contents of the HP Operations agent 11.00 media. In that case, do not use the `-patch_dir` option. Specifying the `-includeupdates` option ensures that the installer looks for the 11.02 updates in the current directory. Similarly, you can extract the contents of the hotfix `.tar` files into the directory where you extracted the media for the agent 11.00 to install hotfixes without specifying the `-hotfix_dir` option.

In this instance, `<directory>` is the directory where you extracted (or mounted) the contents of the HP Operations agent 11.02 ISO file.

After you run the command with necessary options and arguments, the installation procedure begins. At the end of the installation, the agent starts its operation on the node and all the necessary components start running.

If you install the HP Operations agent on the HPOM for Windows management server (that is, if you select the management server as a managed node), you must manually restart all HPOM processes by running the following commands on the management server:

- **vpstat -3 -r stop**
- **vpstat -3 -r start**

## Install on UNIX/Linux Nodes

To install the agent 11.02 and 11.00 together, follow these steps:

1. Log on to the system with the root privileges.
2. *Optional.* If you want to install hotfixes for the agent 11.02, follow these steps:
  - a. Obtain the hotfix `.tar` file from HP Support.
  - b. Extract the contents of the `.tar` file into a local directory.

Run the following command to extract the contents of the hotfix `.tar` file:

```
tar -xvf <hotfix_file_name>
```

3. To install the agent (on an HPOM-managed or standalone node), go to the directory where you extracted the contents of the agent 11.00 media, and then run one of the following commands:

```
./oainstall.sh -i -a -includeupdates -patch_dir <patch_directory>
```

The command may fail if you are installing the agent on a platform that is certified as a *supported platform* for the agent 11.0x only with this release. In that case, run the following command instead:

```
./oainstall.sh -i -a -minprecheck -includeupdates -patch_dir <patch_directory>
```

- To include the hotfixes as well, run the following command:

*On the AIX 7, Red Hat Enterprise Linux 6, CentOS 6, SUSE Linux 10 (power), or SUSE Linux 11 (power) platforms:*

```
./oainstall.sh -i -a -minprecheck -includeupdates -patch_dir <patch_directory> -hotfix_dir <hotfix_directory>
```

*On other platforms:*

```
./oainstall.sh -i -a -includeupdates -patch_dir <patch_directory> -hotfix_dir <hotfix_directory>
```

In this instance, `<patch_directory>` is the directory where the agent 11.02 ISO file is extracted (or mounted) and `<hotfix_directory>` is the directory where the hotfix `.tar` file is extracted.

You can install multiple hotfixes by extracting multiple hotfix `.tar` files into the same directory. To install multiple hotfixes, make sure that all hotfix `.tar` files are extracted into the same directory. You cannot specify multiple `hotfix_dir` parameters in this command.

**Tip:** You can extract the agent 11.02 media into the same directory where you extracted the media for the agent 11.00. In that case, do not use the `-patch_dir` option. Specifying the `-includeupdates` option ensures that the installer looks for the 11.02 updates in the current directory. Similarly, you can extract the contents of the hotfix `.tar` files into the directory where you extracted the media for the agent 11.00 to install hotfixes without specifying the `-hotfix_dir` option.

After you run the command with necessary options and arguments, the installation procedure begins. At the end of the installation, the agent starts its operation on the node and all the necessary components start running.

If you install the HP Operations agent on the HPOM on UNIX/Linux management server (that is, if you select the management server as a managed node), you must manually restart all HPOM processes by running the following commands on the management server:

1. `/opt/OV/bin/OpC/opcsv -stop`
2. `/opt/OV/bin/OpC/opcsv -start`
3. Run the following commands if you are running the agent on an HPOM for UNIX 8.3x server:
  - a. `/opt/OV/bin/ovstop -c`
  - b. `/opt/OV/bin/ovstart -c`

## Install from the HPOM Console

Installation of the deployment packages for the HP Operations agent 11.02 on the management server makes necessary changes in the configuration to enable you to install the agent 11.02 and 11.00 (together) remotely on nodes from the HPOM console. You cannot install the agent 11.02 (or the hotfix) alone on the node from the HPOM console.

## Prerequisites for Installing the HP Operations Agent from the HPOM Console

- Auto granting of the certificates must be enabled on the management server.
- the `INCLUDEUPDATES` variable must be set to `true` on the management server. Installing deployment packages for the HP Operations agent 11.02 ensures that this variable is set to `true` ("[Update Deployment Packages on the Management Server](#)" (on page 10)).

For verification, run the following command on the management server:

```
ovconfget -ovrg server depl INCLUDEUPDATES
```

If the command returns `true`, you can go ahead with installation. Otherwise, you must change the setting to `true`.

- If you want to install the agent on one of the newly supported platforms, you must install the hotfix `QCCR1A128349` for HPOM on UNIX/Linux. Contact HP Support to obtain this hotfix. You do not need any additional hotfixes if you are using HPOM for Windows.
- The HP Operations agent 11.00 must be installed and running on the node
- The node must also meet the requirements listed in "[Prerequisites for Installing the HP Operations Agent](#)" (on page 19)

## From the HPOM for Windows Console

To install the agent 11.02 and 11.00 together from the HPOM for Windows console:

Follow the instructions in the *Remote Agent Installation* section in *HPOM for Windows Online Help*.

**Note:** You need not select the **Run prerequisites check automatically before deployment** check box while installing the agent. The installation process on the node always performs prerequisite checks and the error or failure messages are annotated with the deployment job in the HPOM console. You can reduce the installation time by clearing this check box.

Depending on the original state of the node, you will see one of the following results:

- If the node did not have any agent software installed, the agent 11.00 and 11.02 are installed.
- If the node had old agent software that *can* be upgraded to the version 11.00, the existing agent is upgraded to the version 11.00 first, and then the agent 11.02 is installed.

**Note:** In the above two scenarios, the remote installation mechanism first installs the HP Operations agent 11.00 on the node, and then installs the HP Operations agent 11.02. Therefore, the installation process might take longer than usual. If you updated the deployment packages with hotfixes ("[Update Deployment Packages with Hotfixes](#)" (on [page 40](#))), HPOM installs hotfixes as well after installing the agent on the node.

- If the node has old agent software that *cannot* be upgraded to the version 11.00, the installation fails.
- If the agent 11.00 was already installed on the node, follow these additional steps after the remote installation is complete:
  - a. In the console tree, right-click the node, and then click **All Tasks > Reinstall/Update**. The Reinstall/Update Node dialog box opens.
  - b. Select **Update**, select **Packages** in the Scope section, clear the Deploy Only if Version is Lower check box, and then click **OK**.
  - c. After the installation is complete, go to the console tree of the HPOM console, right-click the node, and then click **All Tasks > Synchronize > Packages**.

The agent 11.02 is now installed on the node.

**Note:** Installation from the HPOM console might take longer than usual as HPOM first installs the HP Operations agent 11.00 on the node, and then installs the HP Operations agent 11.02. If you updated the deployment packages with hotfixes ("[Update Deployment Packages with Hotfixes](#)" (on [page 40](#))), HPOM installs hotfixes as well after installing the agent on the node.

## From the HPOM for UNIX Console

To install the agent 11.02 and 11.00 together from the HPOM for UNIX console:

Follow the instructions in the *HPOM for UNIX: New Agent Installation* section in *HPOM for UNIX Online Help* to install the agent remotely from the HPOM console.

Depending on the original state of the node, you will see one of the following results:

- If the node did not have any agent software installed, HPOM first installs the agent 11.00 only. You must then perform the necessary steps (described in the *HPOM for UNIX: New Agent Installation* section in *HPOM for UNIX Online Help*) again to install the agent 11.02. Make sure to select the **Force** check box in the Install Agent window.
- If the agent 11.00 was already installed on the node, you must select the **Force** check box in the Install Agent window while installing the agent. At the end of the installation, the agent 11.02 is installed.
- If the node has older agent software that *cannot* be upgraded to the version 11.00, installation fails.
- If the node had old agent software that *can* be upgraded to the version 11.00, the existing agent is upgraded to the version 11.00 first, and then the agent 11.02 is installed (this two-step upgrade

takes place automatically; no additional steps are involved).

**Note:** Installation from the HPOM console might take longer than usual as HPOM first installs the HP Operations agent 11.00 on the node, and then installs the HP Operations agent 11.02. If you updated the deployment packages with hotfixes ("[Update Deployment Packages with Hotfixes](#)" (on page 40)), HPOM installs hotfixes as well after installing the agent on the node.

## Modify the Default Deployment Behavior

If you do not want to install the 11.02 patch and HP Operations agent 11.00 together anymore, follow these steps:

1. Log on to the management server with the administrator or root privileges.
2. Go to the directory `%ovinstalldir%bin` or `/opt/OV/bin`.
3. Run the following command:

```
ovconfchg -ovrg server -ns depl set INCLUDEUPDATES false
```

## Reverting to the HP Operations Agent 11.01

After installing the agent 11.02, if you want to revert to the agent 11.01, you can do so by removing the agent from the node. However, this is not possible if the agent 11.01 was not installed on the node prior to installing the agent 11.02. See "[Removing the HP Operations Agent 11.02](#)" (on page 36) for more details.

## Stopping Unnecessary Processes

If you do not want to use all the components of the HP Operations agent, you can run specific commands to stop unnecessary processes. Stopping unnecessary processes is useful when you are upgrading only from the HP Operations agent, HP Performance Agent, or HP GlancePlus and you do not want to use the other components of the HP Operations agent 11.02.

### When you are upgrading from the HP Operations agent only

In this scenario, you can stop the `rtmd` process if you do not want to use the Performance Collection Component and RTM.

The simplest way to stop the `rtmd` process is running the `ovc -stop rtmd` command. However, the `rtmd` process starts running again when you restart the system. Therefore, it is important to unregister the process from the `control` component instead of just stopping its operation.

Perform the following steps to unregister the `rtmd` process:

1. Log on to the node as root or administrator.
2. Go to the following directory:

*On Windows*

```
%ovinstalldir%bin
```

*On HP-UX, Linux, or Solaris*

```
/opt/OV/bin
```

*On AIX*



```
/usr/lpp/OV/bin
```

3. Run the following command:

```
ovcreg -del rtmd
```

The command stops the `rtmd` process and unregisters the `rtmd` process from the `control` component.

**Note:** The Performance Collection Component processes (such as `midaemon`, `tttd`, and so on) still continue to run on the node. Even when you do not want to use the Performance Collection Component, it is recommended that you do not stop those processes.

#### When you are upgrading from the HP Performance Agent only

In this scenario, you can stop the `rtmd` process if you do not want to use RTM.

The simplest way to stop the `rtmd` process is running the `ovc -stop rtmd` command. However, the `rtmd` process starts running again when you restart the system. Therefore, it is important to unregister the process from the `control` component instead of just stopping its operation.

Perform the following steps to unregister the `rtmd` process:

Log on to the node as root or administrator.

1. Go to the following directory:

*On Windows*

```
%ovinstallldir%bin
```

*On HP-UX, Linux, or Solaris*

```
/opt/OV/bin
```

*On AIX*

```
/usr/lpp/OV/bin
```

2. Run the following command:

```
ovcreg -del rtmd
```

The command stops the `rtmd` process and unregisters the `rtmd` process from the `control` component.

#### When you are upgrading from HP GlancePlus only

HP GlancePlus does not require the `ovc` process. When you want to run only HP GlancePlus (and no other components of the HP Operations agent 11.02), follow these steps:

1. Log on to the node as root.
2. Go to the following directory:

*On HP-UX, Linux, or Solaris*

```
/opt/OV/bin
```

*On AIX*

```
/usr/lpp/OV/bin
```

3. Run the following command stop all agent processes (including processes for the Performance Collection Component):

#### **opcagt -kill**

This command stops all HP Operations agent processes.

4. Run the following command to restart the `midaemon` process:

*On HP-UX, Linux, or Solaris*

```
/opt/perf/bin/midaemon
```

*On AIX*

```
/usr/lpp/perf/bin/midaemon
```

5. Run the following command to restart the `perfd` process:

*On HP-UX, Linux, or Solaris*

```
/opt/perf/bin/perfd
```

*On AIX*

```
/usr/lpp/perf/bin/perfd
```

The `ovc` process is already stopped by the command that was run in [step 3](#). However, the `ovc` process will start running again when you restart the system.

Run the following command to prevent the `ovc` process from starting its operation when the system is restarted:

*On HP-UX, Linux, or Solaris*

```
/opt/OV/bin/ovconfchg -ns ctrl -set START_ON_BOOT false
```

*On AIX*

```
/usr/lpp/OV/bin/ovconfchg -ns ctrl -set START_ON_BOOT false
```

The `ovc` process does not start anymore after you restart the system.

Perform [step 6](#) through [step 8](#) to prevent the Performance Collection Component from starting its operation when the system is restarted

6. Go to the following location:

*On Linux*

```
/etc/sysconfig
```

*On HP-UX*

```
/etc/rc.config.d
```

*On Solaris and AIX*

```
/etc/default
```

7. Open the `ovpa` file with a text editor.
8. Set the variable `OVPA_START` to 0, and then save the `ovpa` file

If the `tttd` process does not start after you restart the system, run the following command:

*On HP-UX, Linux, or Solaris*

**/opt/perf/bin/ttd**

*On AIX*

**/usr/lpp/perf/bin/ttd**

# Chapter 6

---

## Removing the HP Operations Agent 11.02

To remove the HP Operations agent 11.02, follow these steps after you log on to the node as root or administrator:

**Note:** You cannot remove the HP Operations agent 11.02 alone from Linux nodes; you can only remove the complete product (versions 11.00 and 11.02 together) from Linux nodes. Do not follow these steps on Linux nodes. To remove the complete product from Linux nodes, see ["Remove the HP Operations Agent from Linux Nodes" \(on page 38\)](#).

1. Go to the following directory:  
*On Windows (32-bit systems)*  
`%ovinstalldir%\bin\OpC\install`  
*On Windows (64-bit systems)*  
`%ovinstalldir%\bin\win64\OpC\install`  
*On HP-UX or Solaris*  
`/opt/OV/bin/OpC/install`  
*On AIX*  
`/usr/lpp/OV/bin/OpC/install`

2. Run the following command to remove the agent 11.02:

*On Windows*  
**cscript oainstall.vbs -r -a -pn OAWIN\_00003**

*On HP-UX*  
**./oainstall.sh -r -a -pn OAHPUX\_00003**

*On Solaris*  
**./oainstall.sh -r -a -pn OASOL\_00301**

*On AIX*  
**./oainstall.sh -r -a -pn OAAIX\_00003**

On all platforms other than Linux, uninstallation of the HP Operations agent 11.02 reinstates the version of the HP Operations agent that was in effect on the node prior to installing the version 11.02, which means:

- The version 11.01 is reinstated on the node if the HP Operations agent 11.01 was installed on the node prior to installing the version 11.02.
- The version 11.00 is reinstated on the node if the HP Operations agent 11.01 was *not* installed on the node prior to installing the version 11.02.

When you roll back the HP Operations agent to the version 11.00 or 11.01, the scope collector may stop logging data into the existing log files. To resolve this, follow these steps:

a. Log on to the node as an administrator or root.

b. Stop the `scope` collector:

*On Windows*

```
%ovinstalldir%\bin\ovpacmd -stop col
```

*On HP-UX, Linux, and Solaris*

```
/opt/perf/bin/ovpa -stop scope
```

*On AIX*

```
/usr/lpp/perf/bin/ovpa -stop scope
```

c. Go to the following directory:

*On Windows:*

```
%ovdatadir%\datafiles
```

*On UNIX/Linux:*

```
/var/opt/perf/datafiles
```

d. Take a backup of all log files for future use, and then delete all the files in the directory.

You can transfer the backed-up log files on a system where the version 11.02 is running and use the `extract`, `export`, or `utility` command or a data analysis tool (such as HP Performance Manager) to view the data that was collected by the version 11.02 of the HP Operations agent.

e. After you take a backup of log files, delete all files under the `datafiles` directory.

f. Start the `scope` collector:

*On Windows*

```
%ovinstalldir%\bin\ovpacmd -start col
```

*On HP-UX, Linux, and Solaris*

```
/opt/perf/bin/ovpa -start scope
```

*On AIX*

```
/usr/lpp/perf/bin/ovpa -start scope
```

For information on removing the agent on Linux, see ["Remove the HP Operations Agent from Linux Nodes" \(on page 38\)](#).

## Remove the HPOperations Agent 11.02 Remotely

To remove the agent 11.02 from a managed node remotely by using the `ovdeploy` command from the management server, follow these steps:

**Note:** You cannot remove the agent 11.02 alone from Linux nodes; you can only remove the complete product (versions 11.00 and 11.02 together) from Linux nodes. Do not follow these steps on Linux nodes. To remove the complete product from Linux nodes, see ["Remove the HP Operations Agent from Linux Nodes" \(on page 38\)](#).

1. Log on to the management server as root or administrator.
2. Go to the following directory on the management server:

*On Windows:*

```
%ovinstalldir%bin
```

*On HP-UX, Solaris, or Linux:*

```
/opt/OV/bin
```

3. Run the following command:

```
ovdeploy -remove -patch <patch-ID>-host <node name>
```

In this instance:

*<patch-ID>* is the name of the patch ISO file that was downloaded while installing the patch (see [ISO file names](#)).

*<node name>* is the FQDN of the node.

**Note:** Do not specify the FQDN of a Linux node. You cannot remove just the agent 11.02 from a Linux node.

On all platforms other than Linux:

- If you installed the agent 11.01 prior to installing the agent 11.02, removing the agent 11.02 reinstates the agent 11.01 on the node.
- If you did not install the agent 11.01 prior to installing the agent 11.02, removing the agent 11.02 reinstates the agent 11.00 on the node.

For information on removing the agent on Linux, see "[Remove the HP Operations Agent from Linux Nodes](#)" (on page 38).

## Remove the HP Operations Agent from Linux Nodes

You cannot remove the agent 11.02 alone from Linux nodes. However, you can remove both the versions of the agent (11.00 and 11.02) together with a single command.

To remove the agent 11.00 and 11.02 from Linux nodes, follow these steps:

1. Log on to the node as root.
2. Go to `/opt/OV/bin/OpC/install`.
3. Run the following command:

```
./oainstall -r -a
```

The command removes both the versions of the agent (11.00 and 11.02).

## Reinstall the HP Operations Agent 11.02 on Linux

On Linux systems, you cannot remove just the agent 11.02 with the agent 11.00 still in effect. Uninstallation procedure removes both the versions of the agent (11.00 and 11.02) completely from the Linux system. If you want to install the agent 11.02 again on the same system, do one of the following:

- Install the agent 11.00 and 11.02 together ("[Install the HP Operations Agent 11.00 and 11.02 Together](#)" (on page 26)).
- Install the agent 11.00 first (follow the instructions in the *HP Operations Agent 11.00 Installation Guide*), and then install the agent 11.02 (see "[Install the HP Operations Agent 11.02 on a Node Manually](#)" (on page 20)).

## Removing the Agent with the oacleanall Script

If the installation of the agent is incomplete or unsuccessful, you must always try reinstallation only after uninstalling the agent. If the uninstallation command (**oainstall.sh -r -a** or **cscript oainstall.vbs -r -a**) fails to remove the agent, use the `oacleanall` script.

The `scripts` directory includes a set of `oacleanall` scripts—one script for each platform. You must choose the appropriate script to bring the system back to its original state. The following table lists the commands for all supported platforms.

Operating System	Architecture	Command
Windows	Itanium	cscript oacleanall_Windows_IA64.vbs
	x86	cscript oacleanall_Windows_X86.vbs
	x64	cscript oacleanall_Windows_X64.vbs
Linux	Itanium	./oacleanall_Linux2.6_IA64.sh
	x86	./oacleanall_Linux2.6_X86.sh
	x64	./oacleanall_Linux2.6_X64.sh
	power (64-bit)	./oacleanall_Linux2.6_PPC64.sh
HP-UX	PA-RISC	./oacleanall_HP-UX_PA32.sh
	Itanium	./oacleanall_HP-UX_IA32.sh
Solaris	SPARC	./oacleanall_Solaris_SPARC32.sh
	x86	./oacleanall_Solaris_X86.sh
AIX	power (32-bit)	./oacleanall_AIX_powerpc32.sh
	power (64-bit)	./oacleanall_AIX_powerpc64.sh

**Note:** This script removes the agent (11.02 and 11.00) from the system completely and irrecoverably. Use this script only to reverse the effect of an incomplete, unsuccessful, or incorrect installation of the agent.

# Chapter 7

---

## Applying Hotfixes

You must contact HP Support to obtain hotfixes. Hotfixes for the HP Operations agent 11.02 are available in the form of `.tar` files. After obtaining the hotfix `.tar` file from HP Support, you can use the installer programs to apply the hotfix. You can manually install the hotfix on nodes—separately or together with the Operations Agent 11.02. You can even install multiple hotfixes on the agent node at the same time.

**Tip:** To extract the contents of the hotfix `.tar` files, you can use the 7-Zip tool on Windows.

## Update Deployment Packages with Hotfixes

The HP Operations agent 11.02 enables you to apply hotfixes on nodes centrally from the HPOM management server while installing the agent remotely. However, you can take the advantage of installing hotfixes from the HPOM console only when you want to deploy hotfixes together with the agent 11.00 and 11.02. If you do not have any hotfixes to deploy at the time of installing the agent, this procedure will not give any additional benefits.

### Prerequisites

*Only on HPOM for UNIX/Linux.* Apply the hotfix `QCCR1A126841` on the management server. This hotfix enables you to deploy agent hotfixes remotely from the HPOM console. Contact HP Support to obtain this hotfix. To install the hotfix on the management server, follow these steps:

1. After obtaining the hotfix, extract the contents of the hotfix `.tar` file into a local directory.
2. Go to the directory where you extracted the contents of the `.tar` file.
3. Run the following command to install the hotfix on the system:

```
./oainstall.sh -i -a
```

4. Run the following command to restart the HPOM processes:
  - a. **`opcsv -stop`**
  - b. **`opcsv -start`**
  - c. *Only on HPOM for UNIX 8.3x.* **`ovstop`**
  - d. *Only on HPOM for UNIX 8.3x.* **`ovstart`**

### Update Deployment Packages

To update the deployment packages with hotfixes, follow these steps:

1. Make sure that you are logged on as root or administrator.
2. Obtain the agent hotfix `.tar` file from HP Support, and then extract the contents of the file into a local directory.

On Windows, you can use the 7-Zip tool to extract the contents of the hotfix `.tar` file.

On UNIX/Linux, run the following command to extract the contents of the hotfix `.tar` file:



```
tar -xvf <hotfix_file_name>
```

**Tip:** You can extract multiple hotfix .tar files into a single local directory. Extracting multiple hotfix files into a single directory helps you prepare HPOM to install multiple hotfixes on nodes.

3. Go to the directory where you extracted the contents of hotfix .tar file.
4. Update the agent deployment packages with the hotfix:

*On Windows*

```
cscript oainstall -i -m
```

*On UNIX/Linux*

```
./oainstall.sh -i -m
```

HPOM is now ready to install hotfixes along with the agent 11.02 on managed nodes. For information on installing the HP Operations agent 11.02 from the HPOM console, see ["Install from the HPOM Console" \(on page 30\)](#).

## Remove Agent Hotfixes from Deployment Packages

Every time you install the HP Operations agent 11.02 remotely from the management server, hotfixes for the agent 11.02 are also installed on nodes if you updated deployment packages with hotfixes ("[Update Deployment Packages with Hotfixes" \(on page 40\)](#)). If you want to stop installing hotfixes along with the agent 11.02, you must remove the hotfixes from deployment packages.

To remove hotfixes from deployment packages, follow these steps:

1. Make sure that you are logged on as root or administrator.
2. Go to the following directory:

*Windows 64-bit*

```
%ovinstalldir%bin\win64\OpC\agtinstall
```

*Windows 32-bit*

```
%ovinstalldir%bin\OpC\agtinstall
```

*UNIX/Linux*

```
/opt/OV/bin/OpC/agtinstall
```

3. Run the following command to check the hotfixes available with the deployment package:

*On Windows*

```
cscript oainstall.vbs -inv
```

*On UNIX/Linux*

```
./oainstall.sh -inv
```

The command lists the available patches and hotfixes with the deployment package. Note down the hotfix ID.

**Tip:** Hotfix IDs appear with the prefix HF.

4. Run the following command to remove the hotfix:

On Windows

```
cscript oainstall.vbs -r -m -pn <hotfix_ID>
```

On UNIX/Linux

```
./oainstall.sh -r -m -pn <hotfix_ID>
```

## Applying Hotfixes Remotely

From the management server, you can install hotfixes remotely on managed nodes.

### Before You Begin

Determine the location of the `OVO-Agent.xml` file on the management server for the node where you want to install the hotfix.

#### Location of the OVO-Agent.xml File on the HPOM for Windows Management Server

Node Platform	Location of the OVO-Agent.xml File
Windows (Itanium)	<code>%ovdatadir%shared\Packages\HTTPS\windows\ms\5.2 6.0 6.1\ipf64\Operations-agent\11.00.044\64\https\&lt;hotfix_ID&gt;</code>
Windows (x64)	<code>%ovdatadir%shared\Packages\HTTPS\windows\ms\5.1 5.2 6.0 6.1\x64\Operations-agent\11.00.044\64\https\&lt;hotfix_ID&gt;</code>
Windows (x86)	<code>%ovdatadir%shared\Packages\HTTPS\windows\ms\5.0 5.1 5.2 6.0 6.1\x86\Operations-agent\11.00.044\32 64\https\&lt;hotfix_ID&gt;</code>
HP-UX (Itanium)	<code>%ovdatadir%shared\Packages\HTTPS\hp-ux\hp\11.23 11.31\ipf32\Operations-agent\11.00.044\64\https\ &lt;hotfix_ID&gt;</code>
HP-UX (PA-RISC)	<code>%ovdatadir%shared\Packages\HTTPS\hp-ux\hp\11.11 11.23 11.31\pa-risc\Operations-agent\11.00.044\32 64\https\&lt;hotfix_ID&gt;</code>
Linux (Itanium)	<code>%ovdatadir%shared\Packages\HTTPS\linux\linux\2.6\ipf64\Operations-agent\11.00.044\64\https\&lt;hotfix_ID&gt;</code>
Linux (POWER)	<code>%ovdatadir%shared\Packages\HTTPS\linux\linux\2.6\powerpc\Operations-agent\11.00.044\64\https\ &lt;hotfix_ID&gt;</code>
Linux (x86)	<code>%ovdatadir%shared\Packages\HTTPS\linux\linux\2.6\x86\Operations-agent\11.00.044\32 64\https\ &lt;hotfix_ID&gt;</code>
Linux (x64)	<code>%ovdatadir%shared\Packages\HTTPS\linux\linux\2.6\x64\Operations-agent\11.00.044\64\https\</code>

Node Platform	Location of the OVO-Agent.xml File
	<hotfix_ID>
Solaris (SPARC)	%ovdatadir%shared\Packages\HTTPS\solaris\sun\5.9 5.10\sparc\Operations-agent\11.00.044\32 64\https\ <hotfix_ID>
Solaris (x86)	%ovdatadir%shared\Packages\HTTPS\solaris\sun\5.10\x86\Operations-agent \11.00.044\32 64\https\ <hotfix_ID>
AIX (5.3)	%ovdatadir%shared\Packages\HTTPS\aix\ibm\5.3\powerpc\Operations-agent \11.00.044\32 64\https\<hotfix_ID>
AIX (6.1)	%ovdatadir%shared\Packages\HTTPS\aix\ibm\6.1\powerpc\Operations-agent \11.00.044\64\https\ <hotfix_ID>

**Location of the OVO-Agent.xml file on the HPOM on UNIX/Linux Management Server**

Node Platform	Location of the OVO-Agent.xml File
Windows (Itanium)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/ms/ipf64/win2k3/A.11.00.000/RPC_BBC/<hotfix_ID>
Windows (x64)	/var/opt/OV/share/databases/OpC//mgd_node/vendor/ms/x64/win2k3/A.11.00.000/RPC_BBC/<hotfix_ID>
Windows (x86)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/ms/x86/winnt/A.11.00.000/RPC_BBC/<hotfix_ID>
HP-UX (Itanium)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/ipf32/hpux1122/A.11.00.000/RPC_BBC/<hotfix_ID>
HP-UX (PA-RISC)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/hp/pa-risc/hpux1100/A.11.00.000/RPC_BBC/<hotfix_ID>
Linux (Itanium)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/linux/ipf64/linux26/A.11.00.000/RPC_BBC/<hotfix_ID>
Linux (POWER)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/linux/powerpc/linux26/A.11.00.000/RPC_BBC/<hotfix_ID>
Linux (x86)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/linux/x86/linux26/A.11.00.000/RPC_BBC/<hotfix_ID>
Linux (x64)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/linux/x64/linux26/A.11.00.000/RPC_BBC/<hotfix_ID>
Solaris	/var/opt/OV/share/databases/OpC/mgd_node/vendor/sun/

Node Platform	Location of the OVO-Agent.xml File
(SPARC)	sparc/solaris7/A.11.00.000/RPC_BBC/<hotfix_ID>
Solaris (x86)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/sun/x86/solaris10/A.11.00.000/RPC_BBC/<hotfix_ID>
AIX (5.3)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/ibm/rs6000/aix5/A.11.00.000/RPC_BBC/<hotfix_ID>
AIX (6.1)	/var/opt/OV/share/databases/OpC/mgd_node/vendor/ibm/rs6k64/aix5/A.11.00.000/RPC_BBC/<hotfix_ID>

Hotfix file names have the following format:

<hotfix\_ID>.tar

### Install the Hotfix on Nodes

To install the agent hotfix remotely from the management server, run the `ovdeploy` command from the command line on the management server with appropriate options.

To install the agent hotfix remotely from the command line, follow these steps:

1. Log on to the management server as root or administrator.
2. Go to the following directory on the management server:

On Windows:

`%ovinstalldir%bin`

On UNIX/Linux:

`/opt/OV/bin`

3. Run the following command:

**ovdeploy -install -bundle <path-to-OVO-Agent.xml> -ostype <os type> -host <node name>**

In this instance:

<path-to-OVO-Agent.xml/> is the path to the `OVO-Agent.xml` file for the node type (see [Table: Location of the OVO-Agent.XML File](#)).

<OS Type> is the operating system type for the node; use one of the following values with this parameter:

WINDOWS

LINUX

HPUX

SOLARIS

AIX

<node name> is the FQDN of the node

4. Run the following command on the management server to check that the installation is successful:

For Windows nodes:

```
ovdeploy -cmd -file "%ovinstalldir%bin\opcagt -version" -host <node_name>
```

For HP-UX, Linux, or Solaris nodes:

```
ovdeploy -cmd -file "/opt/OV/bin/opcagt -version" -host <node_name>
```

For AIX nodes:

```
ovdeploy -cmd -file "/usr/lpp/OV/bin/opcagt -version" -host <node_name>
```

The command output shows 11.02 if the installation is successful.

### Verify Installation on the Node

To verify that the installation is successful, follow these steps on the node:

1. Log on to the node as administrator or root.
2. Go to the following directory:

*Windows:*

```
%ovinstalldir%bin
```

*HP-UX, Linux, or Solaris:*

```
/opt/OV/bin
```

*AIX:*

```
/usr/lpp/OV/bin
```

3. Run the following command:

*Windows:*

```
ovdeploy -inv -includeupdates
```

*UNIX/Linux:*

```
./ovdeploy -inv -includeupdates
```

The command lists the details of each hotfix under the `HOTFIX: <hotfix_name>` section.

### Apply Hotfixes Remotely on Nodes from the HPOM Console

You can centrally and remotely install hotfixes for the HP Operations agent 11.02 from the HPOM console. To be able to remotely install hotfixes, you must update the HP Operations agent deployment packages with Hotfixes ("[Update Deployment Packages with Hotfixes](#)" (on page 40)). For instructions on installing the agent with hotfixes from the HPOM console, see "[Install from the HPOM Console](#)" (on page 30).

**Note:** You can remotely install hotfixes only in conjunction with installing the HP Operations agent 11.02. It is not possible to install only hotfixes from the HPOM console.

## Apply Hotfixes on Nodes Manually

**Tip:** If you want to apply hotfixes while you install the HP Operations agent 11.00 and 11.02 together, see "[Install the HP Operations Agent 11.00 and 11.02 Together](#)" (on page 26).

### Prerequisites

If you want to apply hotfixes on a node with the agent 11.02, follow these steps:

1. Obtain the hotfix from HP Support.
2. Extract the hotfix `.tar` file into a local directory. For multiple hotfixes, extract multiple `.tar` files into a single local directory.

On Windows, you can use the 7-Zip tool to extract the contents of the hotfix `.tar` file.

On UNIX/Linux, run the following command to extract the contents of the hotfix `.tar` file:

```
tar -xvf <hotfix_file_name>
```

**Tip:** You can extract multiple hotfix `.tar` files into a single local directory. Extracting multiple hotfix files into a single directory helps you install multiple hotfixes on the node with a single command.

### Hotfix Installation

1. Make sure that you are logged on as root or administrator.
2. Go to the directory where you extracted the `.tar` file.
3. Run the following command to install the hotfix:

*On Windows*

```
cscript oainstall.vbs -i -a
```

*On UNIX/Linux*

```
./oainstall.sh -i -a
```

The command installs the hotfix.

4. If you installed the hotfix on the management server, run the following command to restart HPOM processes:

*HPOM for Windows*

```
vpstat -3 -r stop
```

```
vpstat -3 -r start
```

*HPOM on UNIX/Linux*

```
opcsv -stop
```

```
opcsv -start
```

5. Run the following command to check that the hotfix is installed on the node:

*On Windows 64-bit*

```
%ovinstalldir%bin/win64/ovdeploy -inv -includeupdates
```

*On Windows*

```
%ovinstalldir%bin/ovdeploy -inv -includeupdates
```

*On HP-UX, Solaris, and Linux*

```
/opt/OV/bin/ovdeploy -inv -includeupdates
```

*On AIX*

```
/usr/lpp/OV/bin/ovdeploy -inv -includeupdates
```

The command lists the details of the hotfix under the `HOTFIX: <hotfix_name>` section.

To verify the status of the installation, you can see the `oapatch.log` file. The `oapatch.log` file is available in the following directory on the node:

*On Windows*

```
%ovdatadir%log
```

*On UNIX/Linux*

```
/var/opt/OV/log
```

## Remove Hotfixes for the Agent 11.02 Remotely

To delete only hotfixes from the nodes remotely from the management server, follow these steps:

1. Log on to the management server as root or administrator.
2. Go to the following directory on the management server:

*On Windows:*

```
%ovinstalldir%bin
```

*On HP-UX, Solaris, or Linux:*

```
/opt/OV/bin
```

3. Run the following command to determine the hotfix ID:  
**ovdeploy -inv -includeupdates -sp -host <node\_name>**

In this instance, `<node name>` is the FQDN of the node.

4. Note down the hotfix ID.

**Tip:** Hotfix IDs appear with the prefix HF.

5. Run the following command to remove the hotfix:

```
ovdeploy -remove -patch <hotfix_ID> -sp -host <node_name>
```

In this instance, `<hotfix_ID>` is the ID that you noted down in [step 5](#).

**Note:** Although you cannot remove the agent 11.02 from Linux nodes without removing the agent 11.00, you can remove hotfixes for the agent 11.02 from all platforms including Linux without removing or modifying the agent 11.02.

## Remove Hotfixes Manually

To remove the hotfix, follow these steps:

1. Make sure that you are logged on as root or administrator.
2. Go to the following directory:

*Windows*

`%ovinstalldir%bin`

*HP-UX, Linux, or Solaris*

`/opt/OV/bin`

*AIX*

`/usr/lpp/OV/bin`

3. Run the following command to check the hotfixes available with the deployment package:

*On Windows*

**ovdeploy -inv -includeupdates**

*On UNIX/Linux*

**./ovdeploy -inv -includeupdates**

The command lists the available patches and hotfixes installed on the node. Note down the hotfix ID.

**Tip:** Hotfix IDs appear with the prefix HF.

4. Run the following command to remove the hotfix:

*On Windows*

**cscript oainstall.vbs -r -a -pn <hotfix\_ID>**

*On UNIX/Linux*

**./oainstall.sh -r -a -pn <hotfix\_ID>**



# Chapter 8

---

## Troubleshooting

While installing the HP Operations agent 11.02, you may experience certain problems. This section helps you troubleshoot such problems and provides you with information to help you avoid problems from occurring.

### Installation Fails on a Windows Node with the Error "MSI version is less than 4.5"

Installation of the HP Operations agent 11.02 on a Windows node fails with the following message in the command line console (as well as in the `oapatch.log` file):

```
[ FAIL ] Check if MSI engine version is 4.5 or higher. MSI version is less than 4.5, installation not supported, update to Service Pack 2
```

#### Solution:

1. Go to the `patches\OAWIN_00003` directory on the HP Operations agent 11.02 media.
2. Go to one of the following directories depending on the architecture of the Windows node:
  - For Itanium nodes: `Windows_IA64`
  - For x64 nodes: `Windows_X64`
  - For x86 nodes: `Windows_X86`
3. Run one of the following commands depending on the architecture of the Windows node:
  - For Itanium nodes: **`wusa Windows6.0-ia64.msu /quiet /norestart`**
  - For x64 nodes: **`wusa Windows6.0-x64.msu /quiet /norestart`**
  - For x86 nodes: **`wusa Windows6.0-x86.msu /quiet /norestart`**

**Tip:** Alternatively, you can double-click the `*.msu` file.
4. Restart the system.
5. Try to install the HP Operations agent again.

### Deployment Package for a Platform is Downgraded to the Version 8.x

This scenario is seen on a management server where you installed the HP Operations agent 11.02 deployment package only for select platforms (and not for all the five platforms).

You might see that the 11.02 deployment package is automatically downgraded to the version 8.x after performing the following operations:

1. Removing the agent 11.00 deployment package for a platform that was not updated with the agent 11.02
2. Installing the agent 11.00 deployment package again for the same platform

#### Solution:

After installing the agent deployment package 11.02 for a platform, if you want to remove and reinstall the agent 11.00 deployment package for another platform, make sure you do the following at the time of reinstallation:

1. Copy the `oainstall.vbs` or `oainstall.sh` script from the directory where you extracted or mounted the agent 11.02 ISO file.
2. Place the copied `oainstall.vbs` or `oainstall.sh` script into the directory where you extracted or mounted the agent 11.00 ISO file.
3. Copy the `scripts` sub-directory from the directory where you extracted or mounted the agent 11.02 ISO file.
4. Place the copied `scripts` sub-directory into the directory where you extracted or mounted the agent 11.00 ISO file.
5. Now start reinstalling the agent 11.00 deployment packages. After installation, an already-installed instance of the agent 11.02 deployment package does not get automatically downgraded to the version 8.x anymore.

## Remote Installation of the Agent from the HPOM for Windows Console Fails

Installation of the agent (11.00 and 11.02 together) from the HPOM for Windows console fails; the `oapatch.log` file is not created. The following error message appears in the HPOM console:

```
(PMD1240) Cannot deploy package 'Operations-agent' to node <node_name>. The agent API returned the following errors:  
(depl81) Unable to deploy OVO-Agent.xml to node <node_name>  
(depl81) Unable to deploy oasetup to node <node_name>
```

The installation mechanism first transfers and installs the packages for the agent 11.00 on the node, and then triggers the installation of the agent 11.02 packages. This failure occurs if the agent tries to start its processes on the node even before the installation of the agent 11.02 is complete.

### Solution:

1. On the HPOM management server, set the `SELFPATCHUPLOADRETRYLIMIT` variable to a higher value (such as, 90). Run the following command on the management server to set this variable to a value of your choice:

```
ovcongchg ovrg -server -ns depl -set SELFPATCHUPLOADRETRYLIMIT <value>
```

2. Try to install the agent 11.00 and 11.02 together again from the HPOM console.

## Installing the HP Operations Agent 11.01 After an Unsuccessful Installation of the HP Operations Agent 11.02

After an unsuccessful installation of the HP Operations agent 11.02, you can install the HP Operations agent 11.01 by following the instructions in the *HP Operations Agent (11.01) Installation Guide*. However, on Windows nodes, you must perform an additional step.

Before installing the HP Operations agent 11.01 on a Windows node, go to the `%ovinstalldir%\bin\OpC\install` directory on the node, and then replace the existing `oasetup.exe` file with the `oasetup.exe` file that was shipped with the HP Operations agent

11.00 media. You can copy the `oasetup.exe` file from the HP Operations agent 11.00 media or from a system where the HP Operations agent 11.00 is running.

If you do not complete this task, uninstallation of the HP Operations agent 11.01 will fail.

### Error Messages Appear in the "status.perfalarm" File After Installing the Agent with the "syncwpar" Command

On AIX systems, after you install the HP Operations agent by using the `syncwpar` command, the following error messages appear in the `status.perfalarm` file (in the `/var/opt/perf/log` directory):

```
ERROR: Connection to localhost failed ((bbc-42) Unable to connect to
the OV Communication Broker.Update to Service Pack
```

#### Solution:

Start the `ovc` process by running the following command:

```
/usr/lpp/OV/bin/ovc -start
```

### Reinstallation of the Agent Fails on Windows 2003

Reinstallation of the agent (11.00 or 11.02) on Windows 2003 fails with the following error:

```
The service 'lanmanserver' is not running on the system. This service
is required to run this tool.
```

#### Solution:

5. Restart the `Server` service (service name: `lanmanserver`) from the Services window:
  1. At the Run prompt, type `services.msc`, and then press **Enter**.
  2. In the Services window, right-click **Server**, and then click **Restart**.

### Remote Installation from the HPOM Console Fails on Windows 7 x64 Nodes

Remote installation of the HP Operations agent from the HPOM console fails on Windows 7 x64 nodes with the following error:

```
REQCHK8016 The platform/OS version on node <node_name> is not yet
supported - please consult the latest support matrix; if platform is
supported ignore prerequisite check and check prerequisites manually
```

#### Solution:

Clear the **Run prerequisites check automatically before deployment** option while installing the agent from the HPOM console.