

HP OpenView Patch Manager Using Radia

for the Windows, HP-UX and Linux operating systems

Software Version: 2.1

Migration Guide

June 2005



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Technical Support

Please go to the following web site:

<http://www.managementsoftware.hp.com/>

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

The support site includes:

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

About this document

This document is for customers who are currently using HP OpenView Patch Manager using Radia Version 1.2 and above who want to migrate their existing environment to HP OpenView Patch Manager using Radia Version 2.1.

Infrastructure Prerequisites

- HP OpenView Messaging Server using Radia Version 3.0 with the Patch Data Delivery Agent installed. The media for this infrastructure component is supplied separately and is part of the Radia 4.1 media set.
- HP OpenView Reporting Server using Radia Version 4.1.1. The media for this infrastructure component is supplied separately and is part of the Radia 4.1 media set.
- A pre-installed HP OpenView Patch Manager using Radia installation Version 1.2 or higher.

Migration Prerequisites

The HP OpenView Patch Manager Using Radia version 2.1 setup program has been enhanced to perform the necessary steps for migrating an existing HP OpenView Patch Manager Using Radia version 1.2 or above environment to version 2.1. There are additional steps that need to be performed prior to running the migration setup program depending on the current version of Patch Manager currently in use. Follow the steps below for each section that applies to your current Patch Manager environment prior to initiating the migration installation.

To determine the version of Patch Manager

Examine the contents of the httpd-####.log (where #### would be replaced with the port number under which the Radia Integration Server is running). This file is located in the Radia Integration Server log directory. The version and build numbers are displayed in the log file with a line similar to:

```
20050614 23:32:49 Info: patch: Radia Patch Manager Reporting -  
Version 2.0.0 - Build 262
```

where the number following the word “Version” indicates the version of the Patch Manager.

Note the version of Patch Manager currently installed. The version determines the migration steps.

Migration Steps

Use the appropriate sections based on your version of Patch Manager.

Steps for All Versions

- 1 Perform a backup of the ODBC Database and Radia Configuration Server Database prior to beginning the migration process.
- 2 Stop your Radia Configuration Server.
- 2 Make sure you have adequate disk space to export the PATCHMGR domain instance and resource data. Manually export the existing PATCHMGR domain by running the following ZEDMAMS commands. Run each command on its own line:
- 3 Change directory to your pre-existing Radia Configuration Server 'bin' directory, then run the following commands:

Command 1:

```
ZEDMAMS VERB=EXPORT_INSTANCE, FILE=PRIMARY, DOMAIN=PATCHMGR,  
INSTANCE=*, OUTPUT=PATCHMGR_UPGRADE.XPI, PREVIEW=NO
```

Command 2:

```
ZEDMAMS VERB=EXPORT_RESOURCE, FILE=PRIMARY, DOMAIN=PATCHMGR,  
INSTANCE=*, OUTPUT=PATCHMGR_UPGRADE.XPR, PREVIEW=NO
```

Make sure the previous commands run to completion without error.

Additional Steps for Versions Prior to 2.0

Patch Manager version 1.2.3 introduced substantial reporting performance enhancements that relied on the removal of duplicate entries in the `nvd_zobjstat` table in the Patch Manager ODBC database. The upgrade path to Patch Manager version 1.2.3 included directions to remove the duplicates. Since Patch Manager versions 1.2.3 and above don't allow duplicates and rely on the fact that there are no duplicates, it is necessary to both drop the `nvd_zobjstat` table and recollect device information, or follow the steps below to remove the duplicate entries.

If you decide that the past device status history can be deleted, simply drop the `nvd_zobjstat` table from your Patch Manager ODBC database and skip the rest of this section. If you drop the `nvd_zobjstat` table, new tables will be created on startup of the new version Patch Manager Server. New device status data will be posted when the Patch Manager Clients next connect. Furthermore, if you drop the `nvd_zobjstat` table, all device status related information normally displayed in Patch Manager reports will be absent until the Patch Manager clients perform a client connect.

The database script `check_duplicates.sql`, located in the migration folder of the Patch Manager version 2.1, media checks for duplicates in your ODBC database.

The database script `remove_duplicates.sql`, located in the migration folder of the Patch Manager version 2.1 media, was developed to remove duplicate entries in the `nvd_zobjstat` table.

Note for Oracle Users – It has been reported that running the `remove_duplicates.sql` script on an Oracle database may take a very long time to complete. In some cases, running this script has been unsuccessful ending in an error similar to:

```
[Oracle][ODBC][Ora]ORA-01555: snapshot too old: rollback
segment number 7 with name "_SYSSMU7$" too small
```

If you encounter the Oracle error like the one shown above, either remediate the Oracle error using prescribed methods recommended by Oracle database administration resources, or drop the `nvd_zobjstat` table from your Patch Manager ODBC compliant database.

To check for and potentially remove duplicate entries in your Patch DSN

- 1 Stop the Messaging Server, and wait for any operations on the database such as database synchronization or patch acquisition to finish.
- 2 Stop the Radia Integration Server running the Patch Manager module.
- 3 Run `check_duplicates.sql` script to check if duplicates exist. Complete the next step if the script returns any rows.
- 4 Run the `remove_duplicates.sql` script to remove the duplicates entries.

Continue with *Additional Steps for Version 2.0* below.

Additional Steps for Version 2.0

Patch Manager version 2.0.1 introduced reporting performance enhancements that rely on new tables created from each status type in the `nvd_zobjstat` table in the Radia Patch Manager ODBC database. The upgrade path to Patch Manager version 2.0.1 included directions to run a script and create the new tables based on the content of the current `nvd_zobjstat` table. These new tables are required for Radia Reporting Server 4.1.1 and Radia Patch Manager 2.1.

If you are migrating from a Patch Manager version less than 2.0, and have decided that the past device status history can be deleted, and you dropped the `nvd_zobjstat` table offered part of *Additional Steps for Versions Prior to 2.0* above, you can skip this section entirely.

If you did not perform the steps in *Additional Steps for Versions Prior to 2.0*, and have decided that the past device status history can be deleted, simply drop the `nvd_zobjstat` table from your Patch Manager ODBC database and skip the rest of this section. If you drop the `nvd_zobjstat` table, new tables will be created on startup of the new version Patch Manager Server. New device status data will be posted when the Patch Manager Clients next

connect. Furthermore, if you drop the `nvd_zobjstat` table, all device status related information normally displayed in Patch Manager reports will be absent until the Patch Manager clients perform a client connect.

You will need to run the database scripts `split_zobjstat.sql` and `split_zobjstat.ora` located in the migration folder of the HP OpenView Patch Manager Using Radia version 2.1media.

Note: The database scripts create new tables called `nvd_device`, `nvd_de2pr`, `nvd_de2re`, `nvd_de2sp`, `nvd_de2pa`, `nvd_de2fc`, `nvd_de2rc` and `nvd_de2fs` based on the contents of `nvd_zobjstat`. The original `nvd_zobjstat` table is left untouched and can be removed at some point in the future. After running these scripts, the contents of `nvd_zobjstat` table will no longer be updated or used to render patch reports.

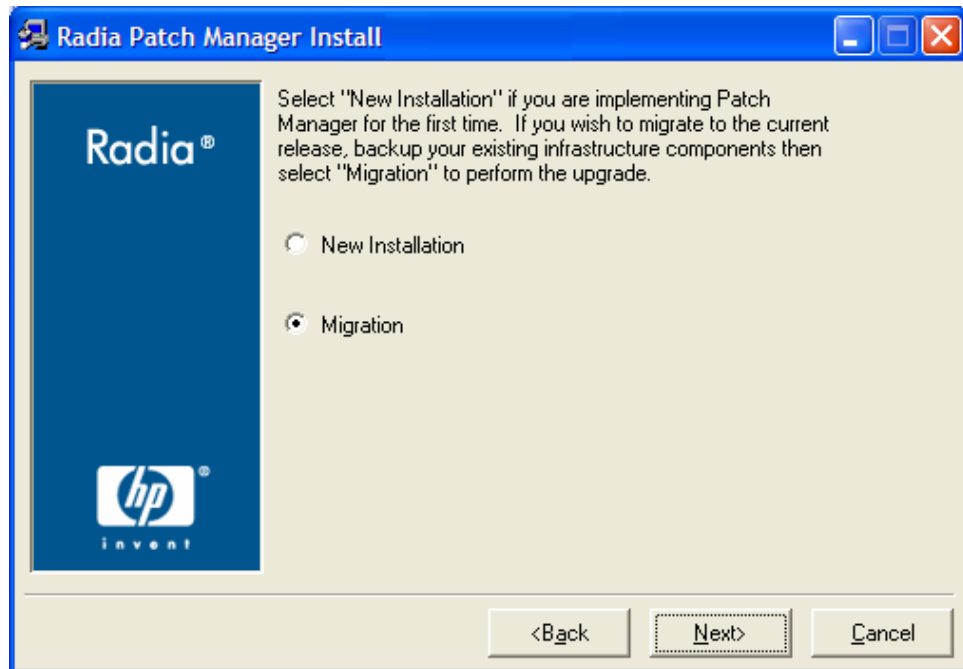
To run the database scripts

- 1 Stop the Messaging Server, and wait for any operations on the database such as database synchronization or patch acquisition to finish.
- 2 Stop the Radia Integration Server running the HP OpenView Patch Manager Using Radia module.
- 3 If using Microsoft SQL Server, run `split_zobjstat.sql` on your Patch Manager SQL Server Database to create the new tables. If using Oracle, run `split_zobjstat.ora` to create the new tables. Both of these scripts can be found in the migration folder supplied with this media.

Your Patch Manager environment is now prepared to begin the upgrade process.

Migration Processing

Start the Radia Patch Manager installation. When prompted, select, **Migration**.



When Migration is selected, the following automated sequence of events will be performed by the Radia Patch Manager Version 2.1 setup program.

- The necessary modules of the Radia Patch Manager Server and Radia Configuration Server are updated.
- The existing PATCHMGR domain is deleted.
- The 2.1 PATCHMGR domain is recreated. The Class, Instance, and Resource database decks provided by Hewlett-Packard are imported.
- The SYSTEM domain, Instance database decks provided by Hewlett-Packard are imported.
- The PATCHMGR domain decks you created in Step 3 of the Mandatory Migration Steps for All Versions of HP Openview Patch Manager using Radia, section, specifically the `PATCHMGR_UPGRADE.XPI` and `PATCHMGR_UPGRADE.XPR` files, are imported.



If these decks are not available, setup will proceed to completion, and the 2.1 PATCHMGR domain will not be updated with the pre-existing PATCHMGR domain data.

- The PATCHMGR_REX.XPI and PATCHMGR_REX.XPR are imported to ensure the latest version of install.rex and update.rex are in the Radia Configuration Server Database.
- Radia Patch Manager Service is restarted, and the Radia Patch Manager setup will redirect you to the Radia Patch Manager Configuration page.

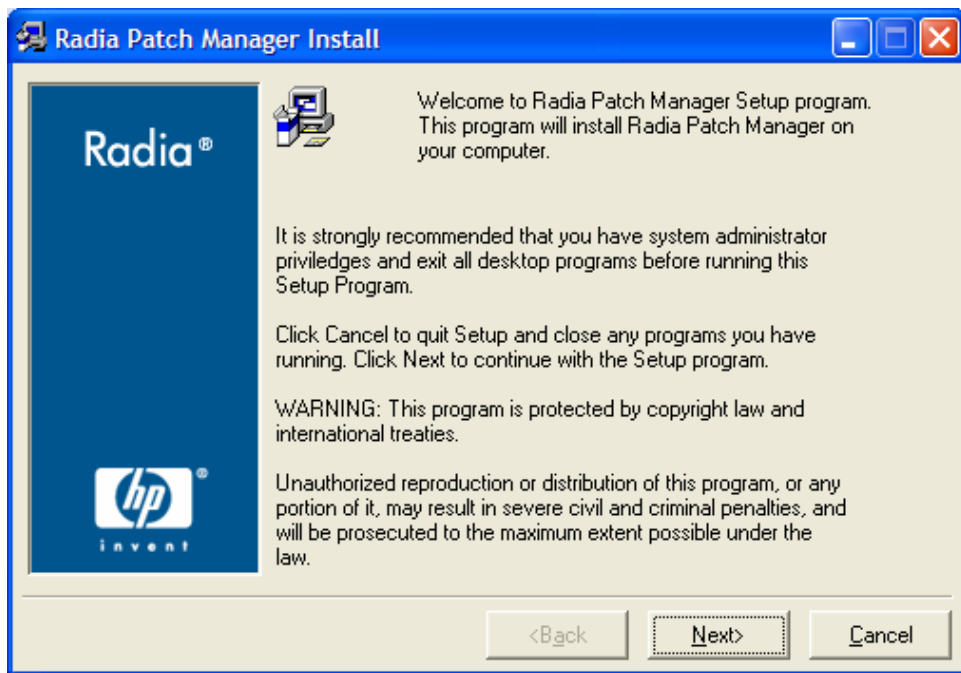
To run the installation for the Radia Patch Manager components

- 2 From the extended_infrastructure\patch_manager_server\win32 directory on the Radia Patch Manager Installation media, double-click setup.exe.

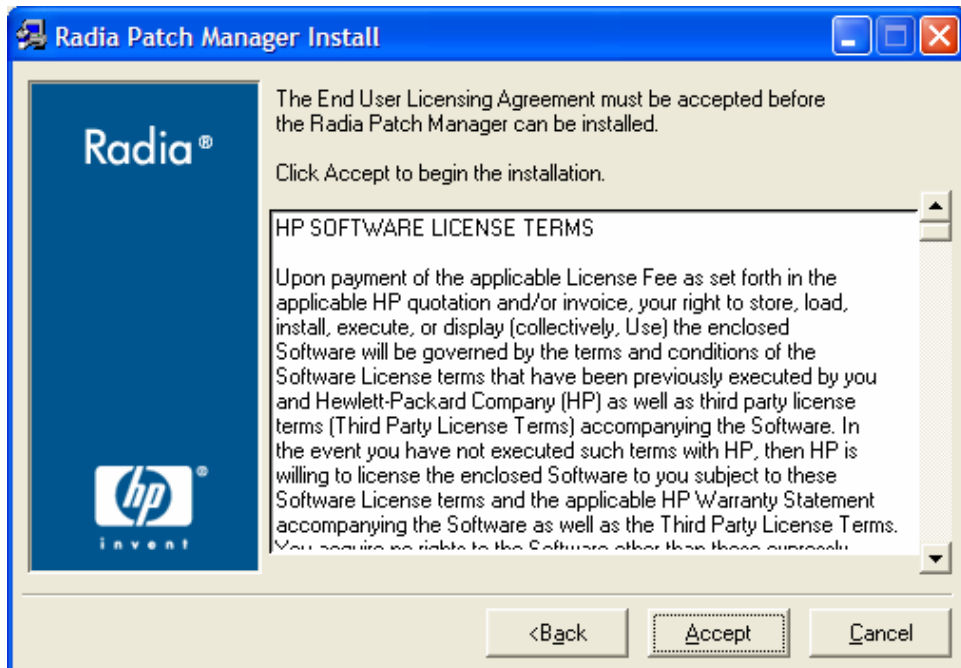


The minimum build of nvdkit required for Patch Manager Version 2.1 server components is 154.

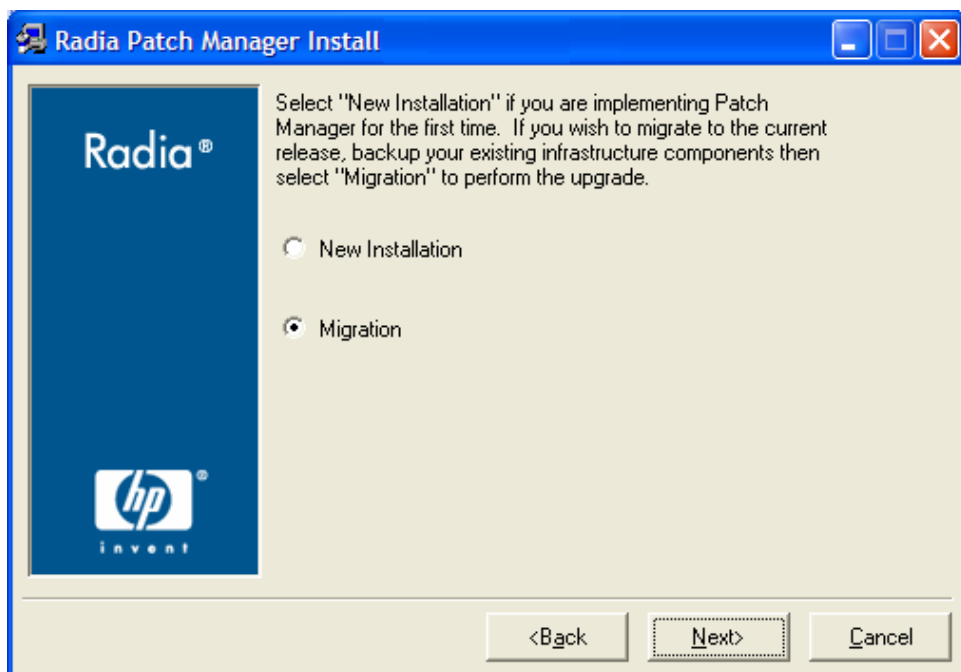
If you are running Radia Patch Manager from a command line, be sure to stop the service before running the installation.



- 4 Click **Next**.



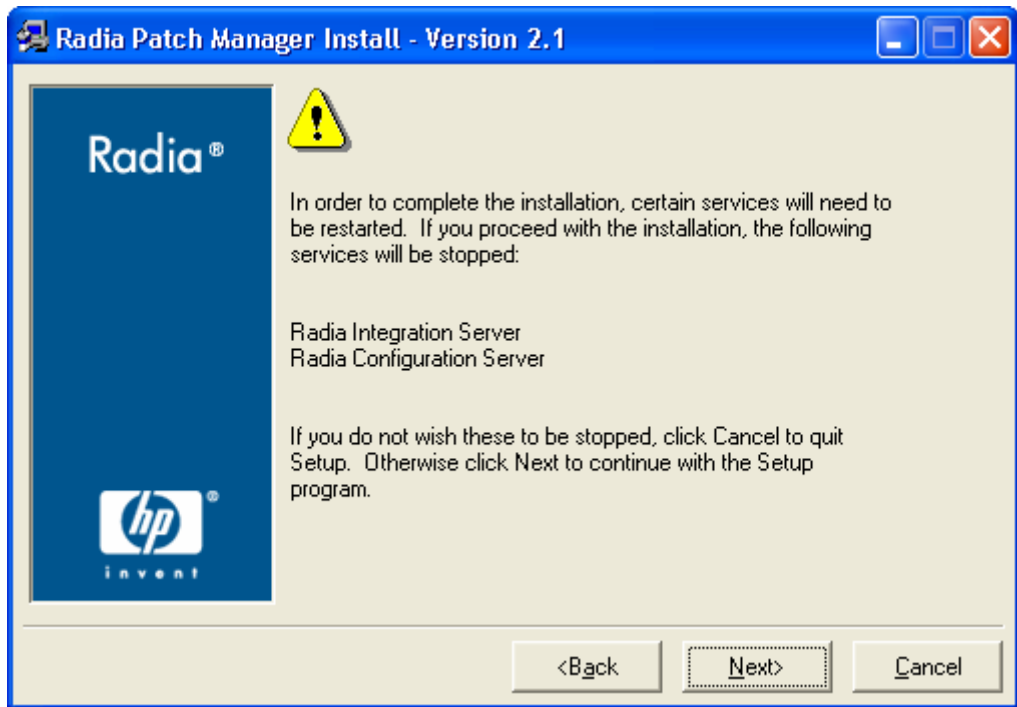
- 5 Click **Accept** to the HP Software License Terms.



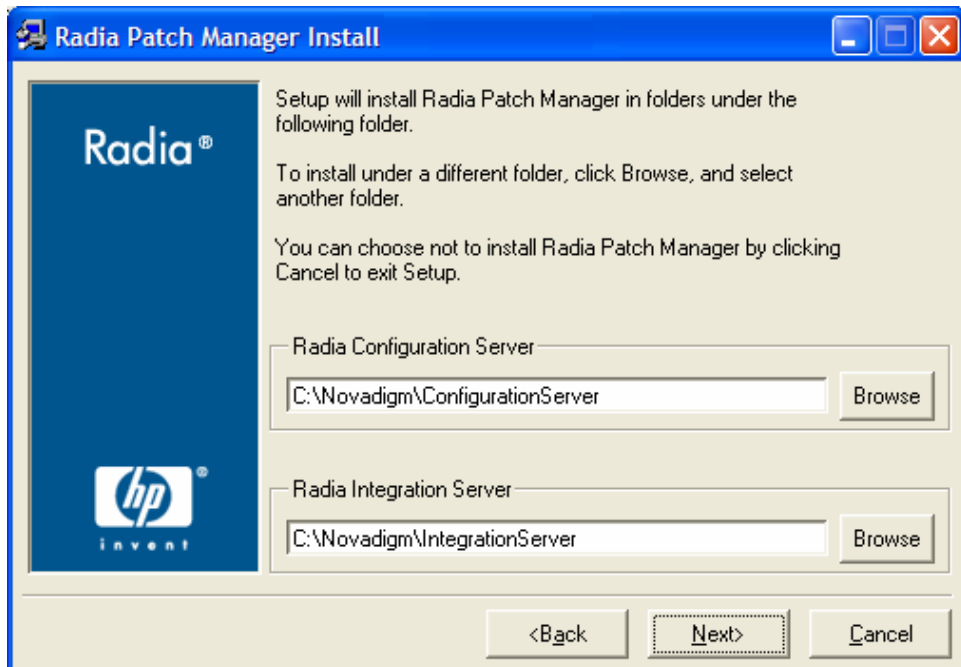
- 6 If you want to upgrade to Radia Patch Manager Version 2.1, select **Migration**.

- 7 Select the components to install. If you are running the Radia Patch Manager migration installer for the first time, you should check all the options.
 - **Radia Patch Manager Server**
Installs the components for the Radia Patch Manager Server including the Radia Integration Server.
 - **Radia Configuration Server Components**
Installs updated executables and scripts for the Radia Configuration Server to work with Radia Patch Manager.
 - ▶ To use the features of Radia Patch Manager Version 2.1, you must select the Radia Configuration Server Database updates. The PATCHMGR domain, and only the PATCHMGR domain will be replaced, and all data in that domain removed.
 - **Radia Database Updates**
Creates the PATCHMGR domain and imports Patch Manager Version 2.1 instance and resource data into the Radia Configuration Server Database.
 - ▶ The Radia Configuration Server Components and Radia Database Updates portions of the Radia Patch Manager installation can only be run on the Radia Configuration Server computer. These pieces can not be installed over a network connection.

After making your selections, click **Next**.



- 8 Click **Next** to the warning.

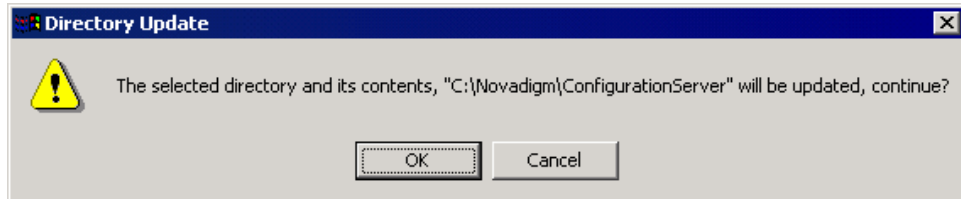


- 9 Type the location where the Radia Configuration Server is installed, or click **Browse** to manually select the location.

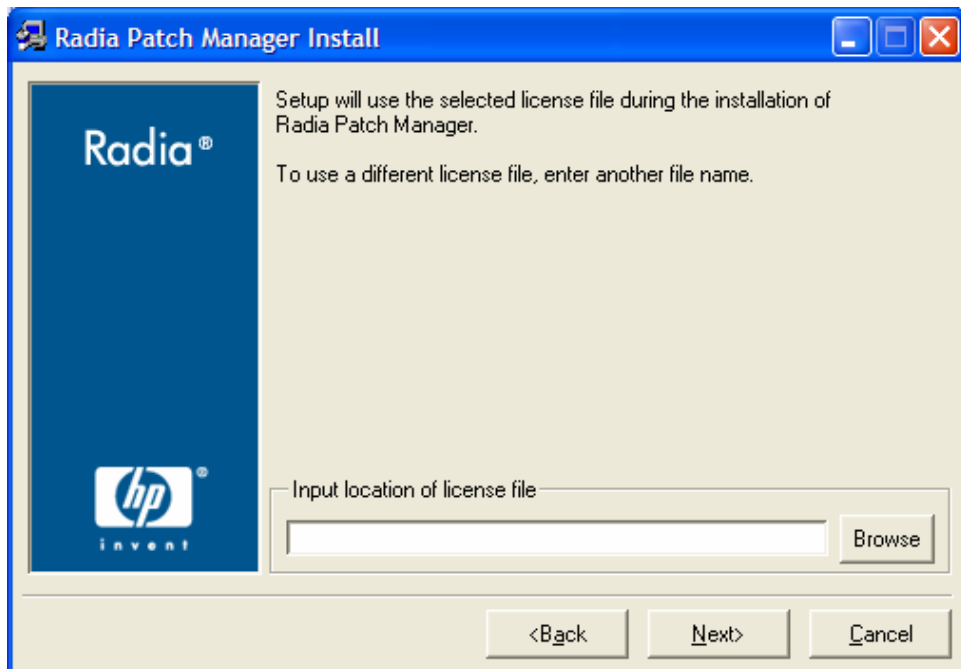
- 10 Type the location where you would like to install the Radia Patch Manager Server (Radia Integration Server), or click **Browse** to manually select the location.

➤ Where possible, accept the defaults for these directories.

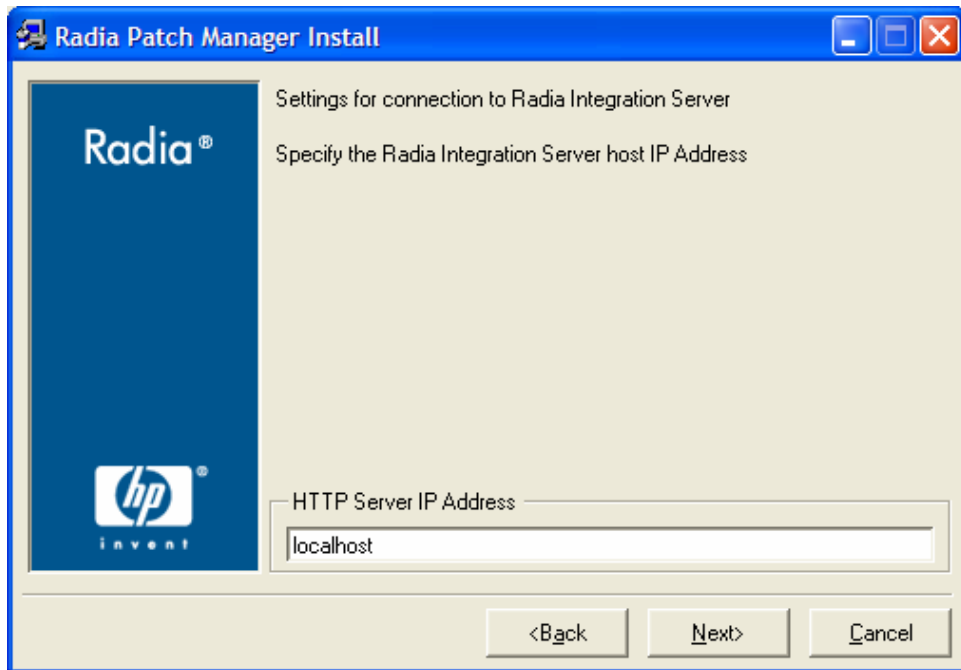
- 11 Click **Next**.



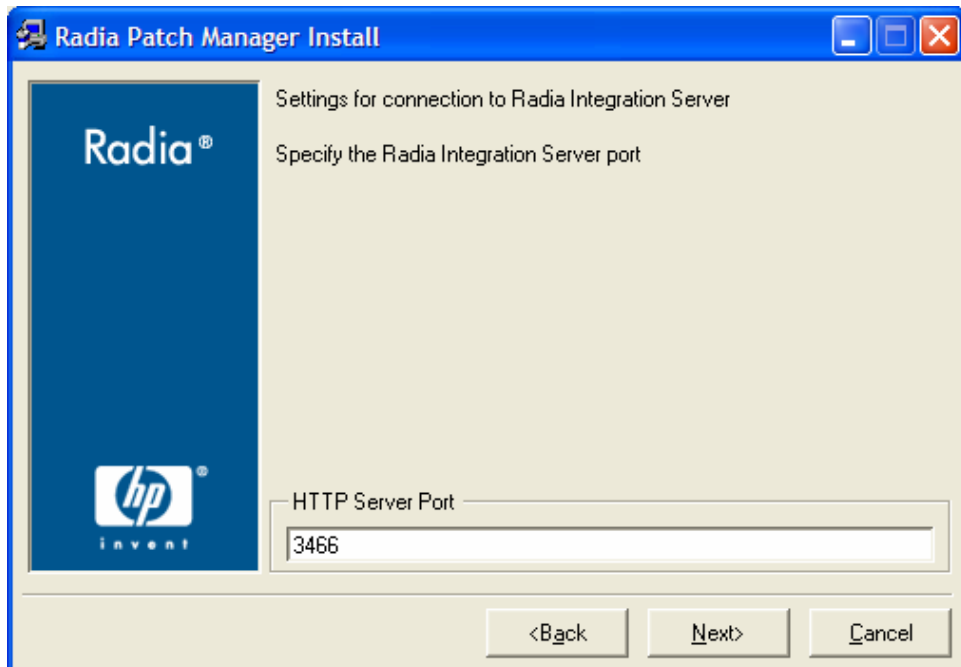
- 12 Click **OK** if you would like to continue.



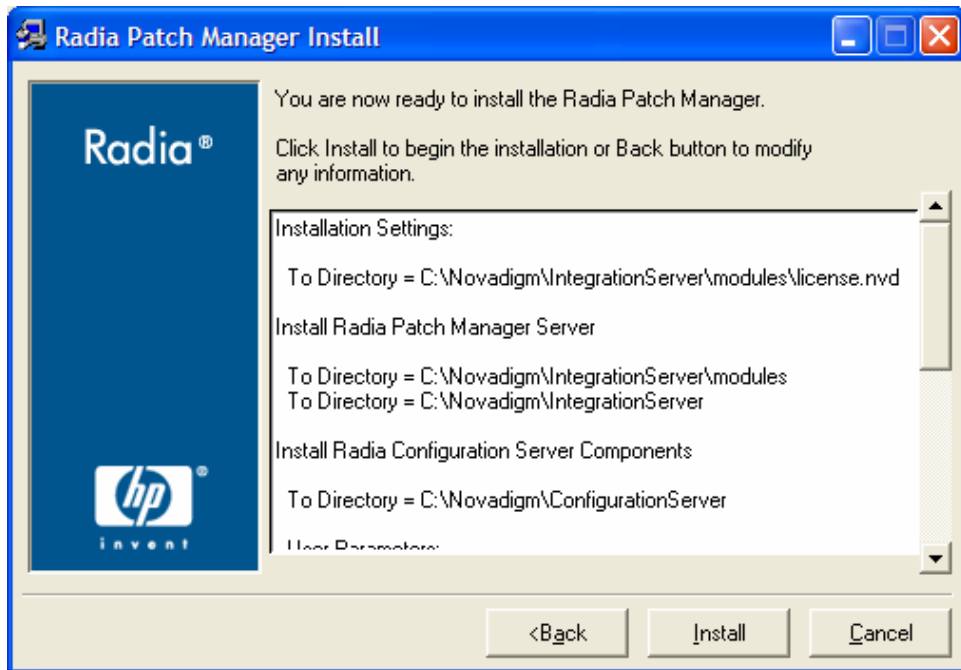
- 13 Type the location of your license file or click **Browse**.
Click **Next**.



- 14 Type the IP address of the Radia Integration Server, and click **Next**. The Radia Integration Server is the service that hosts the Radia Patch Manager module.



- 15 Type the port of the Radia Integration Server, and click **Next**.



16 Verify the summary screen and click **Install**.

Read and answer any warning dialog boxes that appear. Which dialog boxes appear will depend on your configuration.

17 Click **Finish**.

The Radia Configuration Server and the Radia Database have been updated, and the Radia Patch Manager Version 2.1 has been installed.

You should be directed to Radia Patch Administrator page for final configuration.

Confirm the following parameters as they may have changed since your previous version of Radia Patch Manager. These URLs were correct as of this writing. Please see the technical support Web site for updates.

Table 1: Confirm Settings in Radia Patch Manager Administrator

Parameter	Value for Radia Patch Manager, Version 2
Patch Manager: URL	http://managementsoftware.hp.com/Radia/patch_management/data Note: This is the same as the <code>nvdn_url</code> parameter in <code>patch.cfg</code> . * Access to the Radia Patch Manager update Web site (http://update.novadigm.com/patch/data) will be discontinued on or about August 1, 2005. The new location is accessible at: http://managementsoftware.hp.com/Radia/patch_management/data . Make sure the address in the Patch Manager URL field is http://managementsoftware.hp.com/Radia/patch_management/data .
Microsoft Feeds: Mssecure	http://download.microsoft.com/download/0/d/b/0db2e5d7-0ba9-4856-b51f-db7c0b838c68/MSSecure_1033.CAB Note: This is the same as the <code>microsoft_url</code> parameter in <code>patch.cfg</code> .
Microsoft Feeds: SUS	http://www.msus.windowsupdate.com/msus/v1/aucatalog1.cab Note: This is the same as the <code>microsoft_sus_url</code> parameter in <code>patch.cfg</code> .

Configuration database type change for Oracle Users

A new configuration Database Type setting was added to the HP OpenView Patch Manager Using Radia version 2.0.1 Configuration Page. It is very important that this option be set correctly for the ODBC database type being used. Select the appropriate value in the ODBC DSN section of the Radia Patch Administrator Configuration page.

Database synchronization

Perform a database synchronization using the Radia Patch Manager Administrator page.

Configuration Change for SUSE PRODUCT exclusion

Patch acquisition and management capabilities for SUSE Linux were added to Patch Manager version 2.0.1. There is an important update to the PRODUCT attribute of Patch Manager configuration file (patch.cfg). A change is needed to ensure proper functioning of the SUSE Linux support. Follow the directions below to make this change.

Note: Failure to change the PRODUCT attribute value of the IntegrationServer\etc\patch.cfg configuration file could result in the application of patches for the “yast” and “liby2” products. The application of patches for those products using the SUSE native program "online_update" may cause future patch applications to fail due to incompatible shared library dependencies.

To update your PRODUCT attribute of the patch configuration file:

- Edit your IntegrationServer\etc\patch.cfg configuration file. Modify the PRODUCT attribute and add the text “,SUSE::!sles*-yast2-*,SUSE::!sles*-yast2,SUSE::!sles*-liby2*” immediately before the closing brace of the PRODUCT attribute as shown below.

Before:

```
PRODUCT {!Windows 95,!Windows 98*,!Windows Me}
```

After:

```
PRODUCT {!Windows 95,!Windows 98*,!Windows Me,SUSE::!sles*-yast2-*, SUSE::!sles*-yast2,SUSE::!sles*-liby2*}
```

Installing Patch Manager Agent updates for Version 2.1

To install the Patch agent for Windows operating systems

The files contained in the media\Patch Agent Maintenance\win32\maint directory need to be applied to the Windows Client to enable the Radia Patch Manager Agent. The supplied windows maintenance files may be placed in the win32\maint folder found under the Radia Management Portal’s media folder to enable the automatic application of the Radia Patch Manager agent when installing the Radia Windows client.

To install the Patch agent for RedHat and SUSE Linux

The minimum Radia client version supported is 3.1.2. This version of the Radia client includes the minimum nvdkit build version 145. The Patch Manager client Agent for Linux supports Red Hat Enterprise Server 2.1, 3 and 4, and SUSE 8 and 9 for patch deployment.

- HP Patch Manager media provides a file called maint31.tar located in the Patch Agent Maintenance\linux\ram folder on the CD-ROM. The content of this file must be applied to a Radia client to enable Radia Patch Manager.

For installations using a Radia Management Portal running on a Unix based OS.

Examine the contents of the Radia Management Portal's subdirectory `IntegrationServer/media/client/linux/ram`.

- If the Management Portal's `IntegrationServer/media/client/linux/ram` folder contains, a `client31.tar`, copy the `maint31.tar` file from the `Patch Agent Maintenance\linux\ram` folder on this CD-ROM to the Management Portal's `IntegrationServer/media/client/linux/ram` directory.
- If the Management Portal's `IntegrationServer/media/client/linux/ram` folder contains, a `client41.tar`, copy the `maint31.tar` file from the `Patch Agent Maintenance\linux\ram` folder on this CD-ROM to the Management Portal's `IntegrationServer/media/client/linux/ram` directory, then rename the file `maint41.tar`

To install the Patch agent for HP-UX

The minimum Radia client version supported is 3.1.2. This version includes `nvdkit` build version 145. The Patch Manager client Agent for HP-UX supports HP-UX OS releases 11.00 and 11.11 (11i) for patch deployment.

- HP Patch Manager media provides a file called `maint31.tar` located in the `Patch Agent Maintenance\hpux\ram` folder on the CD-ROM. The content of this file must be applied to a Radia client to enable Radia Patch Manager.

For installations using a Radia Management Portal running on a Unix based OS.

Examine the contents of the Radia Management Portal's subdirectory `IntegrationServer/media/client/hpux/ram`.

- If the Management Portal's `IntegrationServer/media/client/hpux/ram` folder contains a `client31.tar` file, copy the `maint31.tar` file from the `Patch Agent Maintenance\hpux\ram` folder on this CD-ROM to the Management Portal's `IntegrationServer/media/client/hpux/ram` directory.
- If the Management Portal's `IntegrationServer/media/client/hpux/ram` folder contains a `client41.tar` file, copy the `maint31.tar` file from the `Patch Agent Maintenance\hpux\ram` folder on this CD-ROM to the Management Portal's `IntegrationServer/media/client/hpux/ram` directory, then rename the file `maint41.tar`

Updating a Patch Manager Agent

When you run a patch acquisition, you can also download updated product discovery scripts. These files are received from the HP Patch Manager Update web site provided by HP. After download, the files are published to the PATCHMGR domain and connected to the Discover Patch Service instance. The AGENT_UPDATES parameter, specified during an acquisition session, controls script update processing. (Please see User's Guide for more information)