

HP OpenView Patch Manager Using Radia

for the HP-UX, Solaris, Linux and Windows operating systems

Software Version: 2.2

Migration Guide

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This manual's title page contains the following identifying information:

- Version number, which indicates the software version
- Document release date, which changes each time the document is updated
- Software release date, which indicates the release date of this version of the software

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

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Please visit the HP OpenView support web site at:

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This Web site provides contact information and details about the products, services, and support that HP OpenView offers.

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit enhancement requests online
- Download software patches
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels, go to:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to:

<http://www.managementsoftware.hp.com/passport-registration.html>

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1 Prerequisites

About this document

This document is for customers who are currently using HP OpenView Patch Manager using Radia (Patch Manager) version 1.2 and above who want to migrate their existing environment to HP OpenView Patch Manager using Radia version 2.2.

Infrastructure Prerequisites

- HP OpenView Messaging Server using Radia (Messaging Server) 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 4.2 media set.
- HP OpenView Reporting Server using Radia (Reporting Server) version 4.1.2. The media for this infrastructure component is supplied separately and is part of the Radia 4.2 media set.
- A pre-installed HP OpenView Patch Manager using Radia installation version 1.2 or higher.

Migration Prerequisites version 2.2 setup program provides the ability to perform the necessary steps for migrating an existing Patch Manager version 1.2 or above environment to version 2.2. There are additional steps that need to be performed prior to running the migration setup program depending on the 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.



Take note of the version of Patch Manager currently installed. This version number determines which migration steps you will need to take.

2 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 Configuration Server Database prior to beginning the migration process.
- 2 Patch Manager version 2.2 introduces reporting performance enhancements that rely on new indexes created on startup of Patch Manager version 2.2. Preexisting indexes on the Patch Manager ODBC database tables need to be dropped prior to startup of the Patch Manager version 2.2. To do so, you must stop the Messaging Server and Radia Integration Server, once these services have been stopped, your site's database administrator should then drop the existing patch indexes on the ODBC database currently utilized by Patch Manager.
- 3 Stop your Configuration Server.
- 4 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:
- 5 Change directory to your pre-existing 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 2.2, media checks for duplicates in your ODBC database.

The database script `remove_duplicates.sql`, located in the migration folder of the Patch Manager version 2.2 media, was developed to remove duplicate entries in the `nvd_zobjstat` table.



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 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 Reporting Server 4.1.2 and Patch Manager 2.2.

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 on page 9, 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 Patch Manager version 2.2 media.



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 Patch Manager 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.

3 Migration Processing

To start the Patch Manager installation

- When prompted, select, **Migration**.



When Migration is selected, the following automated sequence of events will be performed by the Patch Manager Version 2.2 setup program.

- The necessary modules of the Patch Manager Server and Configuration Server are updated.
 - The existing PATCHMGR domain is deleted.
 - The 2.2 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 5 of Steps for All Versions on page 9, 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 2.2 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 Configuration Server Database.
 - Patch Manager Service is restarted, and the Patch Manager setup will redirect you to the Patch Manager configuration page.

To run the installation for the Radia Patch Manager components

- 1 From the `extended_infrastructure\patch_manager_server\win32` directory on the Patch Manager installation media, double-click **setup.exe**.



The minimum build of nvdkit required for Patch Manager version 2.2 server components is 159.

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

The welcome window opens.

- 2 Click **Next**. The end-user license agreement window opens.
- 3 Click **Accept** to the HP Software License Terms.



- 4 If you want to upgrade to Patch Manager version 2.2, select **Migration**.
- 5 Select the components to install. If you are running the Patch Manager migration installer for the first time, you should check all the options.

— **Radia Patch Manager Server**

Installs the components for the Patch Manager Server including the Radia Integration Server.

— **Radia Configuration Server Components**

Installs updated executables and scripts for the Configuration Server to work with Patch Manager.



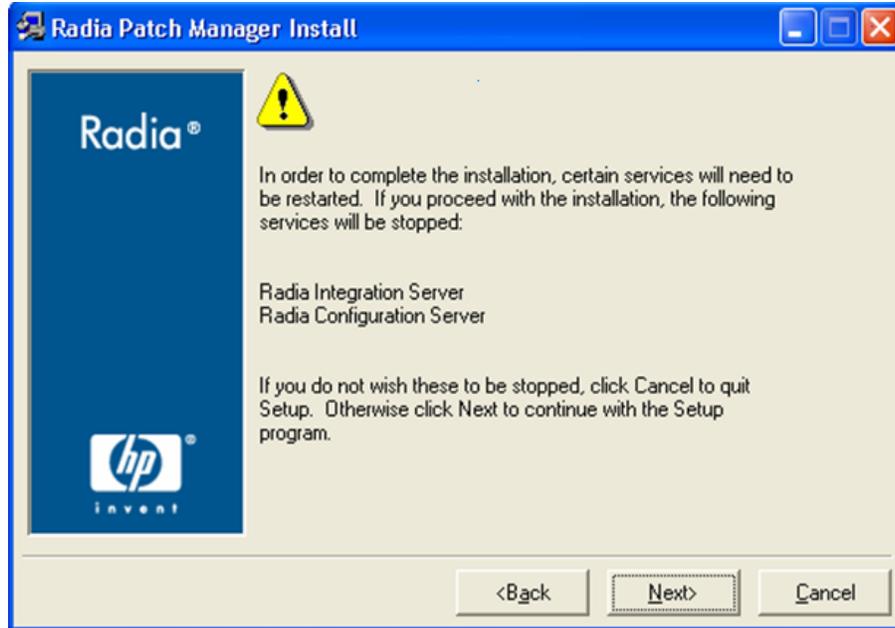
To use the features of Patch Manager version 2.2, you must select the Radia Configuration Server Database updates. The PATCHMGR domain, and only the PATCHMGR domain will be replaced, and all data in that domain removed.

— **Radia Database Updates**

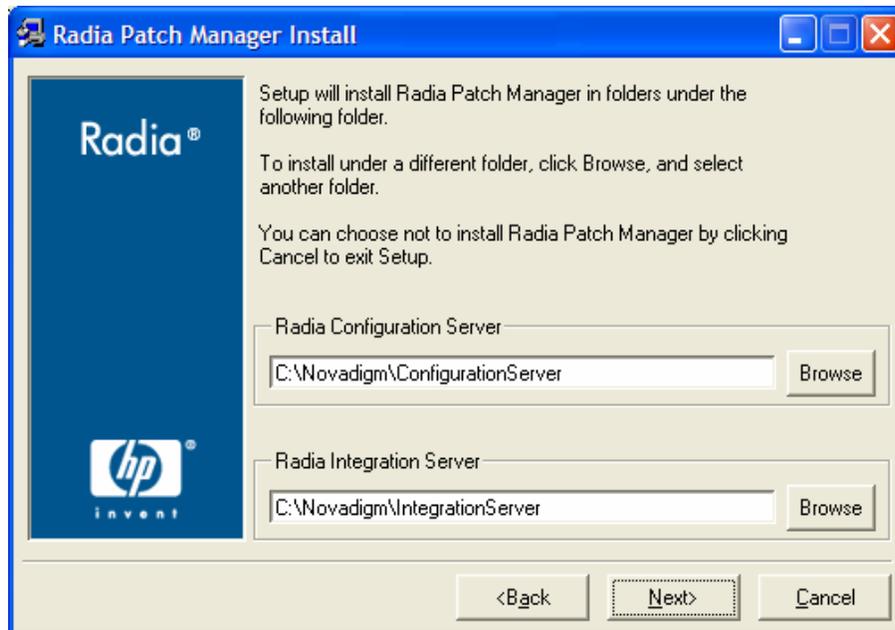
Creates the PATCHMGR domain and imports Manager version 2.2 instance and resource data into the Configuration Server Database.

- ▶ The Radia Configuration Server Components and Radia Database Updates portions of the Patch Manager installation can only be run on the Radia Configuration Server computer. These pieces can not be installed over a network connection.

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



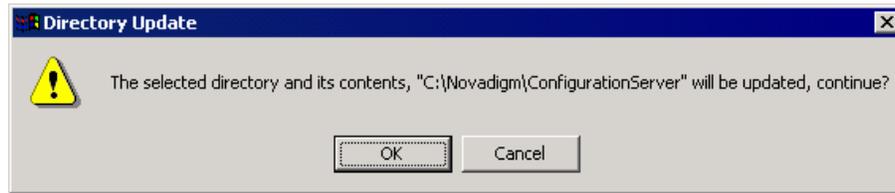
7 Click **Next** to the warning.



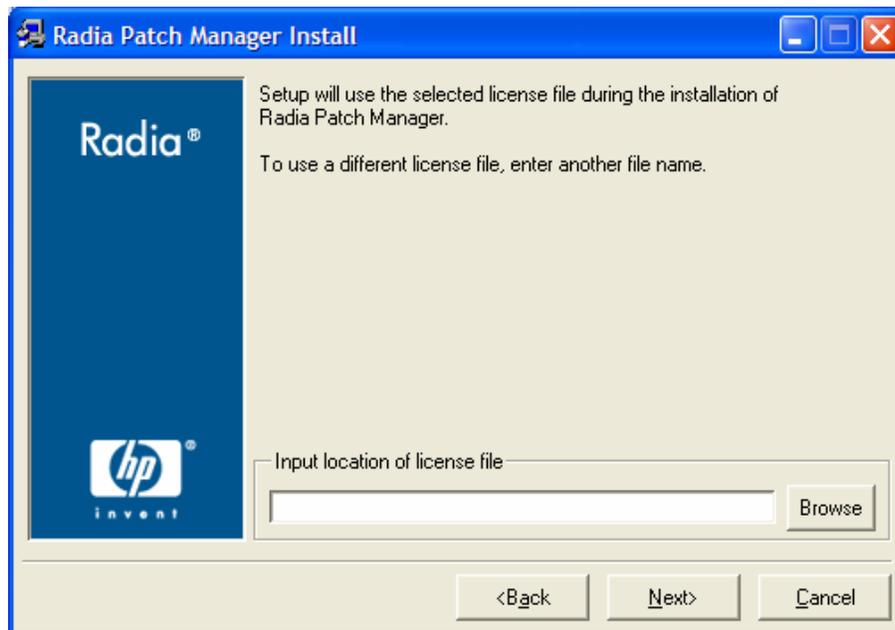
- 8 Type the location where the Radia Configuration Server is installed, or click **Browse** to navigate to it.
- 9 Type the location where you would like to install the Radia Patch Manager Server (Radia Integration Server), or click **Browse** to manually select the location.

► Where possible, accept the defaults for these directories.

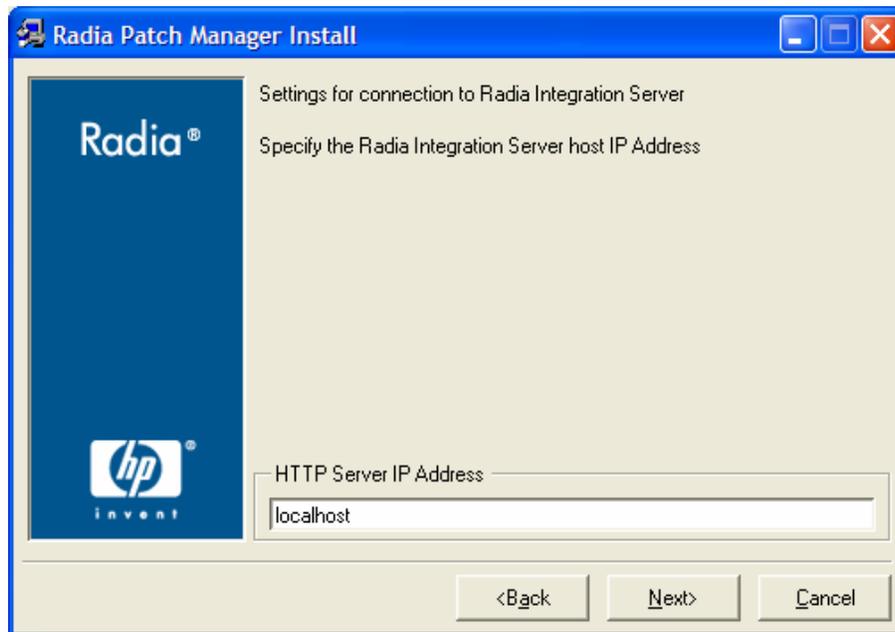
10 Click **Next**.



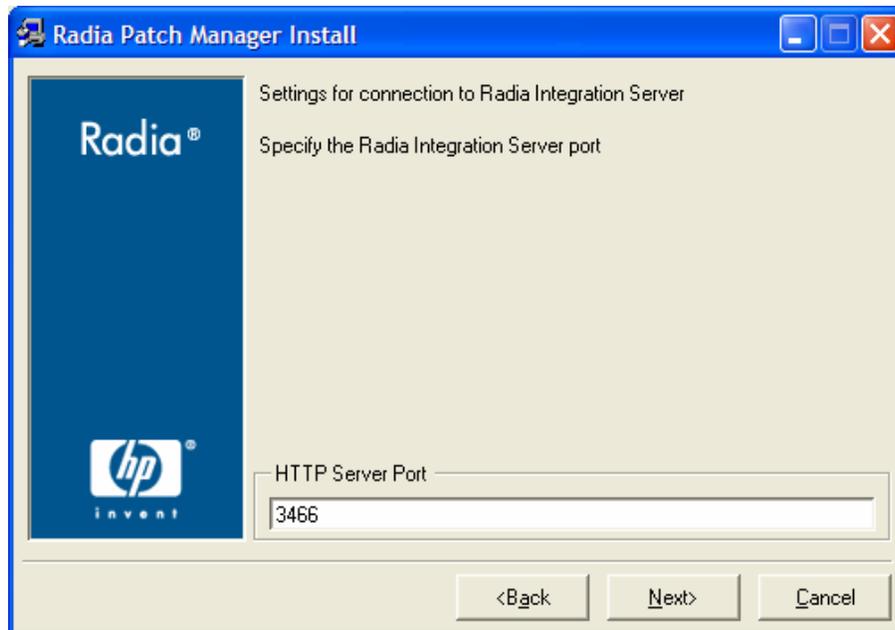
11 Click **OK** if you would like to continue.



12 Type the location of your license file or click **Browse** to navigate to it, then click **Next**.



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



- 14 Type the port of the Radia Integration Server, and click **Next**.
The summary window opens.
- 15 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.
- 16 Click **Finish**.

The Configuration Server and the Radia Database have been updated, and the Patch Manager version 2.2 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 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	<p>http://managementsoftware.hp.com/Radia/patch_management/data</p> <p> This is the same as the <code>nvdms_url</code> parameter in <code>patch.cfg</code>.</p> <p> Access to the Patch Manager update web site (http://update.novadigm.com/patch/data) will be discontinued on or about November 1, 2005.</p> <p>The new location is accessible at: http://managementsoftware.hp.com/Radia/patch_management/data.</p> <p>Make sure the address in the Patch Manager URL field is http://managementsoftware.hp.com/Radia/patch_management/data.</p>
Microsoft Feeds: Mssecure	<p>http://download.microsoft.com/download/0/d/b/0db2e5d7-0ba9-4856-b51f-db7c0b838c68/MSSecure_1033.CAB</p> <p> This is the same as the <code>microsoft_url</code> parameter in <code>patch.cfg</code>.</p>
Microsoft Feeds: SUS	<p>http://www.msus.windowsupdate.com/msus/v1/aucatalog1.cab</p> <p> This is the same as the <code>microsoft_sus_url</code> parameter in <code>patch.cfg</code>.</p>

Configuration Database Type Change for Oracle Users

A new configuration Database Type setting was added to the Patch Manager 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.



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 2.2

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 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 Manager Agent on a UNIX operating system

The recommended minimum version of the Radia client that supports Patch Manager Agent version 2.2 functionality is Application Manager version **4.1**. The absolute minimum build of

`nvdkit` required on the client, is build 145. The Patch Manager's maintenance file, `maint.tar`, must be applied to the client in order to enable the Patch Manager Agent. At the time of this writing; The Patch Manager Agent is supported on the following operating systems.

- **Linux:** Red Hat Enterprise Server versions 2.1, 3, and 4; and SuSE Enterprise Server versions 8 and 9.
- **HP-UX:** operating system releases 11.00 and 11.11 (11i).
- **Sun Solaris (SPARC):** operating system releases 9 and 10.

The maintenance file (`maint.tar`) is located on the HP OpenView Patch Manager using Radia CD-ROM in the following operating system-specific directories.

- Patch Agent Maintenance\`linux`\ram
- Patch Agent Maintenance\`hpux`\ram
- Patch Agent Maintenance\`solaris`\ram

The supplied `maint.tar` files provided in the operating system specific folders on the CD-ROM are not interchangeable between client platforms.

Installations on a UNIX operating system running a Management Portal

► These instructions are applicable to the UNIX operating systems noted in the section above. In these instructions, the operating system-specific directories have been replaced with `XXXX`; in your environment this value will be `linux`, `hpux`, or `solaris`, depending on the operating system.

- Examine the contents of the Management Portal's sub-directory `IntegrationServer/media/client/XXXX/ram`.
 - If this sub-directory contains the file `client31.tar`, then copy the file `maint.tar` from `Patch Agent Maintenance\XXXX\ram` on the CD-ROM to it and *rename* the file, `maint31.tar`.
 - If this sub-directory contains the file `client41.tar`, then copy the file `maint31.tar` from `Patch Agent Maintenance\XXXX\ram` on the CD-ROM to it and *rename* the file, `maint41.tar`.

► For additional information concerning UNIX operating system prerequisite requirements and specifics on the operation of Patch Manager, please refer to the HP OpenView Patch Manager using Radia Release Notes as well as the *HP OpenView Patch Manager Using Radia Installation and Configuration Guide (Patch Manager Installation and Configuration Guide)*.

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. (Refer to the *Patch Manager Installation and Configuration Guide* for more information.)