

HP OpenView Configuration Management

Agents

for the Windows operating system

Software Version: 5.00

Migration Guide

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About the Migration

The following is a recommendation for the upgrade process. Following this process ensures that you have the appropriate CM Configuration Server Database (CM-CSDB) to use the new features that are available throughout the rest of the CM infrastructure.

▶ Before beginning the upgrade process, we recommend you take the normal precautions and back up your production environment as needed prior to applying the upgrade.

- **Use the CM Upgrade Preparation Materials to prepare your CM agents and your CM-CSDB.**

The CM Upgrade Preparation Materials contain:

- The Verify Database Utility that checks the status and integrity of the elements in your Database before you perform the upgrade. See the *HP OpenView Configuration Management Configuration Server User Guide* and the *HP OpenView Configuration Management Configuration Server and Database Migration Guide* for more information.
- Although this can be considered an additional step, we strongly recommend you consider using these materials prior to beginning your upgrade.

- **Upgrade your CM Configuration Server.**
Upgrade your CM Configuration Server. The CM Configuration Server is backward compatible. Refer to the CM 5.00 migration documentation located on the CM Configuration Server installation media.
- **Upgrade your CM Configuration Server Database.**
Upgrade your CM Database to use the new features in CM 5.00. Refer to the *HP OpenView Configuration Management Configuration Server and Database Migration Guide* available on the installation media for instructions on upgrading your CM-CSDB.
- **Upgrade your CM agents.**
Upgrade your Radia clients 2.x and above or CM agents.
- **Upgrade your Radia Administrator Workstation.**
Upgrade your Radia Administrator Workstation by removing the previous version and installing the HP OVCM Administrator. We strongly recommend that you upgrade your Administrator Workstation *after* upgrading your agents. Refer to the CM Administrator migration material located on the installation media.

About the CM Agent Upgrade

This guide applies to the CM Application Manager, CM Application Self-Service Manager, and CM Inventory Manger Agents. There are several ways to upgrade your CM agents:

- **Use the CM agent installation service to distribute the agent upgrade (recommended).**
- **Use the standard installation media to upgrade a device in your lab environment.**

The CM Agent upgrade installation contains the standard installation files, as well as the upgrade file. When you run the installation, a standard installation is performed or, if it detects the existence of a previous agent version, it launches the upgrade

installation. Existing agent object attributes are maintained and the agent version information is updated to reflect version 5.00.

For information about using the standard installation, see the *HP OpenView Configuration Management Configuration Server and Database Migration Guide* for more information about these files.

- **Run the upgrade from a network drive (Windows only).**

To do this, connect to the network drive, and run the following command line

```
setup.exe /runlocal
```

This command copies the contents of the upgrade to the local drive and performs the installation.

- ▶ The `/ASync` switch is required when `setup.exe` is called from the `ZCREATE` method to upgrade a CM Agent. This ensures that `Setup.exe` calls `Upgrdmaint.exe` in an asynchronous mode allowing `Upgrdmaint.exe` to perform the necessary clean up tasks for the upgrade process without having to report a completion status to `Setup.exe`. This allows `Setup.exe`, `Upgrdmaint.exe`, and `Radconct.exe` to function independently without becoming locked.

CM Agent Upgrade Materials

You will need to have the following materials for the upgrade, which are located on the installation media in the `Agent\migrate` folder.

- The CM agent installation service which is stored in `\migrate\export_deck\win32`
 - **CM_AGENT_50_UPGRADE_WIN.XPI**
The CM agent instance export deck.
 - **CM_AGENT_50_UPGRADE_WIN.XPR**
The CM agent resource export deck.
- Standard installation:
 - **Setup.exe**
If the CM agent does not exist on the target device, this file launches the standard agent installation. If a previous version of the CM agent is detected, this file launches `upgrdmaint.exe`.
 - **Upgrdmaint.exe**
Performs the agent upgrade.
 - **CM-MgmtApps50.msi**
The MSI database file, which contains the default configuration information for the installation and the agent components.
 - **Install.ini**
Customizes the installation or CM agent arguments file.
- Sub-directories for `dotnet` and `maint`.

See the *HP OpenView Configuration Management Application Manager Installation and Configuration Guide* for more information about these files.

Before Upgrading 2.x Agents

To ensure continued support of CM 2.07, 2.08, and 2.1 agents by the CM Configuration Server, use the agent self-maintenance process to apply fix **R3201091** which contains the file, `radpinit.exe`, dated 05/16/01.

- ▶ If your existing `radpinit.exe` is more recent than the fix date mentioned above, you do not need to apply the fix.

Applying this fix ensures that your CM Configuration Server will support use of CM 2.07, 2.08, 2.1, as well as 5.x agents.

For more information about agent self-maintenance, see the *HP OpenView Configuration Management Application Manager Installation and Configuration Guide*.

System Requirements for the CM Agent 5.00

- Windows 2000 with SP3, Server 2003 (x86, x64, IA64), XP (x86, x64, IA64) or Vista (x86, x64).
- Microsoft .NET runtime Version 1.1 or higher (required for CM Application Self-service Manager only). The .NET installation program is available in the `\DotNet` folder on the CM agent media. If .NET does not exist on the agent computer, the .NET installation program runs automatically on devices where Application Self-service Manager is installed. This can be configured in the `install.ini`. Microsoft .NET requires Microsoft Internet Explorer 5.01 or later.
- TCP/IP connection to a computer running the CM Configuration Server.
- For Windows 2000, Server 2003, XP or Vista, you must have administrator rights to the computer to install the CM agents.

Upgrading the CM Agent for Windows

This section describes how to perform the upgrade using the export decks `CM_AGENT_50_UPGRADE_WIN.XPI` and `CM_AGENT_50_UPGRADE_WIN.XPR`.

Note that when you upgrade an existing agent, the new agent will install to the older version's directory, such as `C:\Program Files\Novadigm`. When you install to a new target device, the installation will go to `C:\Program Files\Hewlett-Packard\CM\Agent`.

- ▶ Ensure that your CM Configuration Server supports the use of Radia 2.x clients as well as CM 5.00 agents, if you are upgrading from 2.x.

Importing the Decks

In order to distribute the CM agent upgrade as a CM service, you must import the CM Agent installation service into the CM-CSDB.

To import the decks

- 1 Stop the CM Configuration Server.
- 2 Copy `CM_AGENT_50_UPGRADE_WIN.XPI` and `CM_AGENT_50_UPGRADE_WIN.XPR` into your CM Configuration Server's `\bin` directory.
- 2 Open a command prompt.
- 3 Change the directory to your CM Configuration Server's `\bin` directory. For example, `C:\Hewlett-Packard\CM\ConfigurationServer\bin` or `c:\Novadigm\ConfigurationServer\bin`.
- 4 Type:

```
ZEDMAMS VERB=IMPORT_INSTANCE,FILE= CM_AGENT_50_UPGRADE_WIN.XPI,PREVIEW=NO.
```
- 5 Press **ENTER**.
- 6 Review the `ZEDMAMS.LOG` to ensure that there were no errors, and that your import completed with RC 0.
- 7 When the instances have been imported, type:

```
ZEDMAMS VERB=IMPORT_RESOURCE,FILE= CM_AGENT_50_UPGRADE_WIN.XPR,PREVIEW=NO.
```
- 8 Press **ENTER**.
- 9 Review the `ZEDMAMS.LOG` to ensure that there were no errors, and that your import completed with RC 0.
- 10 Close the command prompt.
- 11 Start the CM Configuration Server and use the CM Admin CSDB Editor to view the new service, `CM_AGENT_50_UPGRADE_WIN`, in `PRIMARY.SOFTWARE.ZSERVICE`.

Configuring the CM Agent Installation Service

To configure the CM Agent Installation service

- 1 Use the Edit this Component command from the CM Admin CSDB Editor to modify the sample `INSTALL.INI` for your environment. See the *HP OpenView Configuration Management Application Manager Installation and Configuration Guide* for details on the parameters in `INSTALL.INI`, and the *HP OpenView Configuration Management Administrator Configuration Server Database Editor Guide* for instructions on the Edit this Component command.
- 2 Connect the service to the appropriate users for distribution. See the *HP OpenView Configuration Management Application Manager Installation and Configuration Guide* for more information.

After the service is distributed to a user and the version 5.00 upgrade is complete, the service will no longer be available to the user and is automatically removed from the desktop in order to save disk space. A `ZSTOP` expression exists in the `CM_AGENT_50_UPGRADE_WIN (ZSERVICE)` instance, which evaluates to `TRUE` after the agent is upgraded to version 5.00. Once this expression evaluates to `TRUE`, the temporary service folder and the agent installation files are removed.