HP OpenView Configuration Manager

Application Usage Manager

for the Windows operating systems

Software Version: 5.00

Migration Guide

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Contents

1 Introduction

About this Guide

Who this Guide is for

This migration guide is for CM system administrators who want to upgrade:

- an *HP OpenView Configuration Management Application Usage Manager (AUM)* environment to Version 5.0.

- an existing *Usage Manager Database schema (SQL Server or Oracle) t*o support this version of AUM with AUM Admin 5.0, KB Server 5.0 and Reporting Server 5.0.

This guide contains information for the Windows platforms, only.

You should be familiar with CM products, such as the Configuration Server, the Configuration Server Database, and the KB Server.

If using Reporting Server, you should also be familiar with that product.

For details, see the appropriate guides.

2 Upgrading the Oracle Database Schema

Overview

This chapter provides the instructions for upgrading your existing Usage Manager schema (versions 2.1 or 2.2) for an Oracle 9i Database to the new Schema for Application Usage Manager Version 5.0. Version 5.0 provides internationalization (I18) support features.

It is important that you update your Usage Manager Database schema to accommodate this release, which supports Application Usage Manager 5.0 and Reporting Server 5.0.

The upgrade process might take a few or several hours to complete, depending upon the data size, system resources and other factions.

Preparing for the Upgrade

To prepare for the upgrade of your database schema, a qualified Database Administrator needs to perform these activities.

- Make sure there is no database DB activity going on. Stop the service for the Knowledge Base Manager to avoid any kind of import activity. Also stop the service for the Reporting Server to avoid reporting queries to the database.

- Take a proper backup of the database.

- The Usage Manager (UM) database must be upgraded to Schema 5.0; the user has the option to upgrade to a data type of ANSI or Unicode.

- Download all the files required for the upgrade:

  — Download the **service packs** 01-20U (for Unicode) or 01-20A (for ANSI) to a local folder. (All CM Application Usage Manager media is in the \Usage Manager folder of the CM media.) The service packs are in this folder:
    `\Usage Manager\Maint\SqlDatabaseMaintHistory\Oracle`

  — Download the **migration scripts** to a local folder. The migration scripts for Oracle Server are located with the CM Application Usage Manager media in this folder:
    `\Usage Manager\Migrate\Oracle 9i_10g`

Apply Schema Service Packs to the Oracle Database

Task 1   Grant DBA

Using SQL Plus or Sql Worksheet, log on using `Sysdba` or System credentials, and execute `Step1_GrantDBA.sql`

Task 2   Apply Service Packs 01 to 20 (U or A)

Connect as user `RADIA`, or your Usage Manager user, and apply the service packs. Use Sql Plus or Sql Worksheet (for Oracle) to execute the scripts.

All Service Packs from 1 to 20 (U or A) must be applied in order to upgrade to Usage Manager Schema 5.0.

> Service pack 10 has not been released.

- If you have Usage Manager v2.1, apply all the Service Packs from 1 to 20 (U or A) in sequential order. Use SQL worksheets. For example, if your database is currently at Service Pack 4, then start applying the scripts from Service Pack 5 onwards. There is no need to repeat any service packs already applied.

- If you have Usage Manager v2.2 installed, apply these Service Packs:

  — For Unicode: 11, 12, 13, 14U, 15U, 16U, 17U, 18U, 19U, and 20U

  — For ANSI: 11, 12, 13, 14A, 15A, 16A, 17A, 18A, 19A, and 20A

To determine which service packs have been installed in your database, you can query the following tables of your UM user schema (For example RADIA):

- `rcaServicePackHistory`   Table for service packs 1 to 13.

- `rcaSQLDatabaseMaintHistory`   Table for Service Packs 14U to 20U.

For Example:

```
SQL> select SERVICEPACKNUMBER,SERVICEPACKNAME,SCHEMAVERSION from
rcaServicePackHistory;

SERVICEPACKNUMBER      SERVICEPACKNAME      SCHEMAVERSION

---------------------------------------------------------------------

            1                 SERVICEPACK1        1.9.3

            2                 SERVICEPACK2        1.9.4
```

Expected "Errors" that can be ignored

Some of the scripts are dropping certain objects, such as tables, views, procedures, functions, triggers, and indexes. As a result, you may receive errors indicating an object (targeted to be dropped) does not exist. For example:

```
ERROR at line 1:

ORA-00942: table or view does not exist
```

These error messages can be ignored.

Proceed with Task 3 after all Service packs through 20 have been applied.

Task 3   Alter Common Tables

Using SQL Plus or Sql Worksheet, Execute `Step3_Alter_Common_Tables.sql`.

Task 4   Alter Usage Manager Tables

Using SQL Plus or Sql Worksheet, execute `Step4_Alter_UsageManager_Tables.sql`

Note: Execution of this script may take several minutes, depending upon your data.

The Usage Manager schema is now upgraded to Version 5.0.

- If you have applied all ANSI service packs the data type of schema is unchanged. There is no requirement to create a new DSN, the previously created one may be used.

You may now continue with Chapter 4 on page 17.

- If you have applied Unicode service pack, the data type now supports Unicode data. There is no requirement to create a new DSN, the previously created one may be used. However, if you require a Unicode Oracle database, continue with Task 5 on page 11.

  If you do not require a Unicode Oracle database, continue with Chapter 4 on page 17.

Optional: Tasks for Creating a New Unicode Oracle Database and Importing Existing Data into It

Important: Only perform tasks 5 to 14, below, if you require a Unicode Oracle database along with a Unicode data type. These tasks will export and import the data into a new database.

Task 5   Export Data

Use the Export utility (`EXP.exe` found in BIN directory) provided by 9i / 10 g and export the data.

The export command and instructions can be found in Step5_Export_Data.txt. (See the export example in the image below.)

Note: DBAs are advised to change the settings of the export commands to suit their business needs, based on the environmental settings, as required.

```
C:\oracle\ora92\bin>exp RADIA/RADIA FILE=c:\UMDATA\RADIA.dmp OWNER=RADIA GRANTS=
y ROWS=y indexes=n constraints=y COMPRESS=y log=c:\UMDATA\RADIA.log

Export: Release 9.2.0.1.0 - Production on Tue Jun 27 17:17:29 2006

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```

Task 6   Create New Unicode Database

Create a new database with DB Character Set that supports Unicode Data, preferably the DB character set `Al32UTF8` and National Character Set `UTF8`.

Note: DBAs are advised to change the settings of the DB Character Set to suit their needs. They may also consider changing the Block Size.

Task 7   Define Tablespaces

Using SQL Plus or Sql Worksheet, login as system or **SysDBA** and execute `Step7_Define_Tablespaces.sql`.
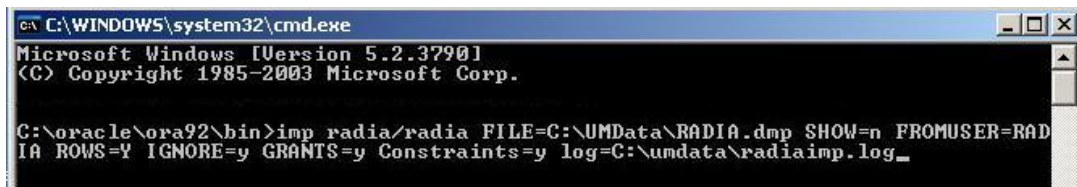
Task 8   Define Common Roles

Using SQL Plus or Sql Worksheet, login as system or **SysDBA** and execute `Step_8_Define_Common_Roles.sql`

Task 9   Import Data

Use the Import utility (`IMP.exe`) provided by 9i to import the data. The import command and instructions can be found in `Step9_import_Data.txt.`

Note: Perform the import operation on the new Database.

DBAs are advised to change the settings of the import commands to suit their business needs. A sample import command is shown in the following image.

After the import is successful, login to Oracle Enterprise Manager and go to the views of the UM User (Radia). Right click on each View and compile.

Task 10   Re Create Indexes.

This step is to re-build all the indexes in the new database. Using SQL Plus or Sql Worksheet, Connect as user `Radia,` or the Usage Manager user (default for Oracle is `Usage`), and execute `Step10_ReCreate_Indexes.sql.`

Task 11   Re Compile Usage Manager Triggers and views (Optional)

Sometimes you may experience compilation errors while importing Views and Triggers. In such a case, Using SQL Plus or Sql Worksheet, login as the user `Radia`, or the Usage Manager user, and run this script, `Step11_ReCompile_UsageManager_TrgView.sq`l.

Task 12   Optional_Re_Create_Constraints (Optional)

If you face compilation errors during importing, Using SQL Plus or Sql Worksheet, login as the User **Radia**, or the Usage Manager user, and run this script, Step12_Optional_Re_Create_Constraints.sql

Task 13   RevokeDBA.sql (Optional)

This is required to revoke the DBA permission granted to the Usage Manager User (RADIA) in step 1. This is optional.

Task 14   Create DSN for new database

Create a new DSN to point to the new database and reconfigure the Knowledge Base Server (previously known as KB Manager) to use this Database for import.

3 Upgrading a SQL Server Database Schema

Overview

This chapter provides the instructions for upgrading your existing Usage Manager schema (versions 2.1 or 2.2) on SQL Server to the new Schema for Application Usage Manager Version 5.0. Version 5.0 provides internationalization support features.

It is important that you update your Usage Manager Database schema to accommodate this release, which supports Application Usage Manager 5.0 and Reporting Server 5.0.

The upgrade process might take a few or several hours to complete, depending upon the data size, system resources and other factions.

Preparing for the Upgrade

To prepare for the upgrade of your database schema, a qualified Database Administrator needs to perform these activities.

- Make sure there is no database DB activity going on. Stop the service for the Knowledge Base Manager to avoid any kind of import activity. Also stop the service for the Reporting Server to avoid reporting queries to the database.

- Take a proper backup of the database.

- The Usage Manager (UM) database must be upgraded to Schema 5.0; the user has the option to upgrade to a data type of ANSI or Unicode.

- Download all the files required for upgrade:

  — Download the **service packs** 01-20U (for Unicode) or 01-20A (for ANSI) to a local folder. These service packs are located with the CM Application Usage Manager media under the `\Usage Manager\Maint\SqlDatabaseMaintHistory\SQL Server` folder of the CM media.

  — Download the **migration scripts** to a local folder. The migration scripts for SQL Server are located in the CM Application Usage Manager media location under the `\Usage Manager\Migrate\SQL Server 2000_2005` folder on the CM media.

Apply Schema Service Packs to the SQL Server Database

Task 1   Apply Service Packs

Use Query analyzer to execute the scripts.

All Service Packs from 1 to 20 (U or A) must be applied before upgrading to Usage Manager Schema 5.0.

> Service pack 10 has not been released.

- If you have Usage Manager 2.1, then apply all the Service Packs from 1 to 20 (U or A) in sequential order. Use SQL worksheets. For example, if your database is currently at Service Pack 4, then start applying the scripts from Service Pack 5 onwards. There is no need to repeat any service packs already applied.

- If you have Usage Manager v2.2 installed, apply these Service Packs:

  — For Unicode: 11, 12, 13, 14U, 15U, 16U, 17U, 18U, 19U, and 20U

  — For ANSI: 11, 12, 13, 14A, 15A, 16A, 17A, 18A, 19A, and 20A

To determine which service packs have been installed in your database, you can query the following tables after logging into the sql server:

- `rcaServicePackHistory`   Table for service packs 1 to 13.

- `rcaSQLDatabaseMaintHistory`   Table for Service Packs 14U to 20.

For Example:

```
SQL> select SERVICEPACKNUMBER,SERVICEPACKNAME,SCHEMAVERSION from
rcaServicePackHistory;


SERVICEPACKNUMBER      SERVICEPACKNAME      SCHEMAVERSION

-------------------------------------------------------------

          1             SERVICEPACK1        1.9.3

          2             SERVICEPACK2        1.9.4
```

Expected "Errors" that can be ignored

Some of the scripts are dropping certain objects, such as tables, views, procedures, functions, triggers, and indexes. As a result, you may receive errors indicating an object (targeted to be dropped) does not exist.

Proceed with Task 2 after all Service packs through 20 (U or A) have been applied.

Task 2   Drop Constraints

Using SQL Server Query Analyzer, execute `Step2_Drop_Constraints.sql`.

Task 3   Alter Database

1 To run the script, the program needs to set the database into single user mode. You should also ensure that there are no open connections on the database before running the script.

   a To identify any open connections, use the stored--procedure SP_WHO.

   b To enable single user mode, use SQL Server Query Analyzer and execute the following command:

      alter database [Your_UM_DB] set SINGLE_USER

2 Open the file `Step3_Alter_Database.sql` and modify these values:

   — Replace **Your_DB** with your Usage Manager database name.

   — Replace **[NEW Collation Name]** with your new desired name, for example **French_CI_AS**.

3 Using SQL Server Query Analyzer, execute `Step3_Alter_Database.Sql`.

4 After running the script, execute the following command to revoke the single user restriction:

```
alter database [Your_UM_DB] set MULTI_USER
```

Task 4 Alter Usage Manger Tables

Using SQL Server Query Analyzer, execute `Step4_Alter_UsageManager_Tables.sql`.

Note: Execution of this script may take several minutes, depending upon your data.

Task 5 Add Constraints, Indexes, Triggers

Using SQL Server Query Analyzer, execute
`Step5_Add_Constraints_Indexes_Triggers.sql`.

Task 6 Re Index

Using SQL Server Query Analyzer, execute `Step6_Re-Index.sql`.

At this point your database is now upgraded to Schema Version 5.0 with Unicode supporting capability.

The Usage Manager schema is now upgraded to Version 5.0.

• If you have applied all ANSI service packs the data type of schema is unchanged.

• If you have applied Unicode service pack, the data type now supports Unicode data.

There is no requirement to create a new DSN, the previously created one may be used.

Continue with Chapter 4 on page 17.

4 Upgrading to a CM AUM 5.00 Environment

Use the following procedures to upgrade an existing Radia Usage Manager 2.x environment to a CM Application Usage Manager 5.0 environment.

The overall sequence is:

2 [Radia v4:] Backup your Radia Configuration Server v4.x Database and export the Usage Domain data. (The exported data are called Usage Decks). Refer to Task 1, below.

5 [Radia v4:] Remove the Radia Usage Manager 2.x clients. Refer to page 20.

6 Migrate your Radia Configuration Server to Version 5.0 (v5) using the steps outlined in the *Configuration Server Migration Guide*.

7 [CM v5:] Import the Usage Decks into the Configuration Server v5 Database. Refer to Task 3 on page 18.

8 [CM v5:] Deploy new Application Usage Manager v5 agents. Refer to page 20.

Upgrading the Radia Configuration Server Usage Domain to Usage Decks of 5.0

This procedure creates Usage Decks from the existing instances and resources in your Radia Configuration Server PRIMARY.USAGE domain.

After you upgrade the Configuration Server to Version 5.0, the Usage Decks are imported into the v5 database in Task 3.

Task 1   Backup Database and Export Usage Domain prior to Configuration Server Migration

It is important to backup the Configuration Server Database and export the Usage Domain prior to beginning the migration process.

To backup the existing Configuration Server Database and export the PRIMARY.USAGE Domain

1 Stop the Radia Configuration Server Service.

2 Make sure you have adequate disk space, and then backup the Configuration Server's entire DB folder.

3 Manually export the existing USAGE domain by running the following ZEDMAMS commands. Change directory to your pre-existing Configuration Server `bin` directory, then run the following commands one at a time:

Command 1 for Instance Export:

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

Command 2 for Resource Export:

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

Make sure the previous commands run to completion without error.

This will export the data. The export should be done without errors and should complete with Code 0.

The above commands will create following two files in the `bin` directory.

— `Usage_Upgrade.XPI`

— `Usage_Upgrade_XPR`

⚠ Before uninstalling your existing Radia Configuration Server or Radia Software Manager clients, make sure all of your existing Radia Usage Manager clients are removed. Refer to page 20.

Task 2   Migrate to Configuration Server v 5.0

Upgrade the Configuration Server to Version 5.0 using the steps outlined in the Configuration Server Migration Guide.

Task 3   Import Usage Decks into Configuration Server Database V 5.0

1   Following the Configuration Server upgrade, copy the two files created from Task 1 (Usage_Upgrade.XPI and Usage_Upgrade_XPR) to the bin folder of the upgraded Configuraton Server location:

`[Install Directory]\ConfigurationServer\Bin`

2   Stop the HP OVCM Configuration Server service.

3   Using a Command Prompt, go to the bin directory ([Install Directory]\Configuration Server\Bin). Execute the following command to import both files from Task 1.

Note: Please read about the ZEDMAMS commands and their parameters in the *HP OVCM Configuration Server User Guide* before using this utility.

Sample Import Command:

ZEDMAMS VERB=IMPORT_INSTANCE, FILE=USAGE_UPGRADE.XPI, XPR=USAGE_UPGRADE.XPR, PREVIEW=NO, REPLACE=NO, CONTINUE=YES, DUPLICATES=MANAGE, COMMIT_CHANGES=YES

Review the `ZEDMAMS.LOG` file (located in the `bin` directory) to ensure that there were no errors, and that your export completed with RC 0 or RC 4.

4   Start the service for the HP OVCM Configuration Server.

5   Log in to the CM Admin CSDB Editor to ensure that all data was imported successfully.

Upgrading the Application Usage Manager Agent

Non CM-Environment: Agent Update Procedures

1   Uninstall the current Usage Manager Agent (Version 2.x supplied with Radia v 4.x)

Open a command prompt and navigate to the Radia v 4.x media where `UMSetup.exe` is present, or browse to the folder on your computer where `UMSetup.exe` was copied.

To uninstall, use the following command:

`UMSetup.exe /x`

For example:

`UMAgentInstallationPath\setup\Bin> UMSetup.exe /x`

The Agent is now uninstalled.

2   Restart the Computer.

3   Install the AUMAgent from the Configuration Management Version 5.0 media.

The default installation paths for CM V 5.00 have changed.

The new Usage collection path is:
C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager

The earlier Usage collection path was:
C:\Program Files\Novadigm\Usage Manager

— To install the AUMAgent into the new usage collection path, continue with Step 3A.

— To install the AUMAgent into the old location and continue to use the earlier Usage collection path, continue with Step 3B, below.

3A: To install the AUMAgent into the New Version 5.0 Collection Path: (C:\Program Files\Hewlett-Packard\CM\Usage Manager)

b   Create the following folder on the target agent machine:

`C:\Program Files\Hewlett-Packard\CM\AUM Agent`

c   Copy the Usage Manager folder from the existing location:

C:\Program Files\Novadigm**Usage Manager**

To the new target location:

C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager

d   Access the following folder on the CM v 5 media:

`\Usage Manager\Agent Install\Setup`

e   Double-click on `AUMAgent.msi` to run the installation of the AUM Agent.

When prompted to "**Select the installation configuration Options**", make sure that the usage collection database path points to the path that you created at the beginning of this step.

3B. To install the AUMAgent into the Old Usage Collection Path (C:\Program Files\Novadigm\Usage Manager)

a   Access the following folder on the CM v 5 media:

`\Usage Manager\Agent Install\Setup`

b   Double-click on `AUMAgent.msi` to run the installation of the AUM Agent.

c   On the "Select the installation configuration Options" Screen, change the usage collection database path. Click **Browse** and choose the following path:

`C:\Program Files\Novadigm\Usage Manager`

d   Click **Next** and continue to finish installation of AUM Agent (5.0).

CM Environment: Agent Update Procedures

1   Use CM Application Self-Service Manager (previously named Radia Software Manager) to uninstall the Radia Usage Manager client.

2   Restart the client computer.

⚠   Perform the following steps after migrating the Configuration Server and CM Agents to V5.0.

3   Install AUMAgent (V5.0):

The customer has two options to choose from.

a   To install the AUM Agent into the new Usage collection database path (C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager), continue with Step 3A.

b   To continue using the Old usage collection database path (C:\Program Files\Novadigm\Usage Manager), continue with Step 3B.

### 3A. To install the AUMAgent into the New Path (C:\Program Files\Hewlett-Packard\CM\Usage Manager)

a   Create the following folders in client computers in the following path.

`C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager`

b   Copy all the files existing under `C:\Program Files\Novadigm\Usage Manager` to the above folder.

c   Using the CM Admin CSDB Editor, go to Configuration entire enterprise.

d   Edit the attribute description and change the <LOCALPATH> to this value:

[Program FilesFolder]Hewlett-Packard\CM\AUM Agent\Usage Manager

e   Using Application Self Service Manager, install the new AUMAgent (V5.0).

3B. To install the AUM in the Old Path (C:\Program Files\Novadigm\Usage Manager)

a   Using the CM Admin CSDB Editor, navigate to Configuration entire enterprise.

b   Edit the attribute description and change the <LOCALPATH> to this value:

[Program FilesFolder]Novadigm\Usage Manager

c   Using Application Self-Service Manager, install the AUM Agent (V5.0).

Reconfiguring the Target Collection Destination on an Integration Server

Verify the IP address and port number that is specified as the collection destination for your AUM Agent accurately points to an Integration Server in your CM v 5.x environment.
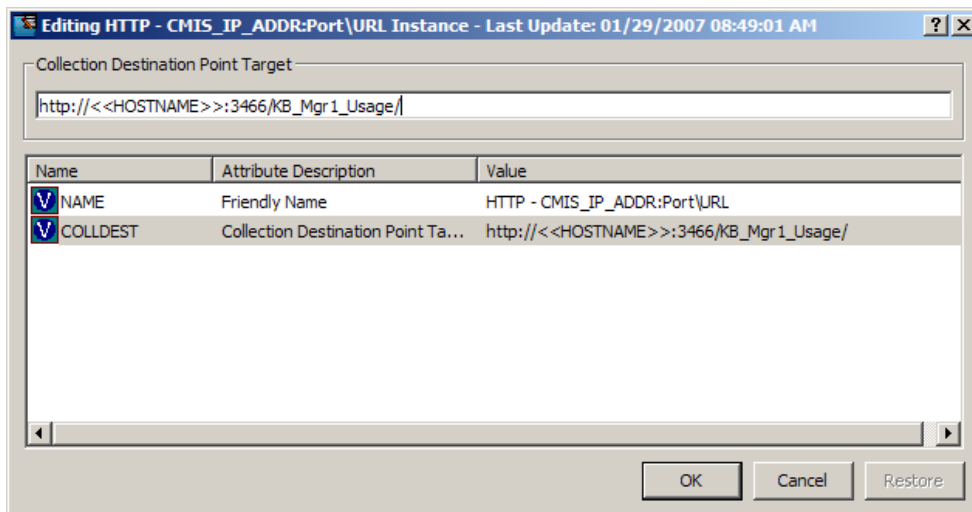
As of this release, the Integration Server-based products, such as the CM Portal or the CM Proxy Server, can be installed to a common Integration Server location (with a default port number of 3466), or, to a product-specific location (with a product-specific service name and port number).

Refer to the individual product guides for more information.

Upgrading the CM Knowledge Base Manager

The KB Manager is now called **CM Knowledge Base Server.**

1   Un-Install Knowledge Base Manager using Add or Remove Programs under Control Panel.

2   Restart the computer.

3   Double-click on \extended_infrastructure\knowledge_base_server\ **Knowledge_Base_Server.msi** in your CM v5 media.

   — Follow the prompts to install the CM Knowledge Base Server.

4   From Control Panel, launch the CM KB Server Configuration.

   — Click **Edit**, then click **Save Configuration.**

5   Restart the HP OpenView CM KB Service. (This sets the value of 'Registry Base Login' to '1' in the Registry).

Refer to the *CM Knowledge Base Server (v5.0) Guide* for additional information.

Upgrading the Rule Editor to the CM Application Usage Manager Admin

The Rule Editor is now called the **CM Application Usage Manager Administrator.**

1   Un-install the Rule Editor by using Add or Remove Programs under Control Panel.

2   Restart the computer.

3   Double-click on **\Usage Manager**`Usage Manager Administrator\` `UsageManagerAdministrator.msi` in your CM v5 media.

     —   Follow the prompts to install the Application Usage Manager Administrator.

4   Refer to the *CM Application Usage Manager V 5.0 User Guide* for information on how to use this tool.