

HP OpenView Patch Manager

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

Software Version: 5.00

Migration Guide

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Table 1 lists changes applied to the June 2007 update of this CM Patch Manager 5.0 Migration Guide.

Table 1 Document Change

Chapter	Date	Change
Chapter 2	June 2007	Page 12, Final Steps for All Versions, the following step was added (refer to the topic for context and conditions): “In addition, if you are upgrading from 3.0 or later, please drop the pre-existing NVD_MSGCAT table. It will be recreated in the new format when the Patch Manager Server starts.”

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1 Prerequisites

About this document

This document is for customers who are currently using HP OpenView Patch Manager (Patch Manager), Versions 1.2 and above, who want to migrate their existing environment to Patch Manager Version 5.00.

Infrastructure Prerequisites

During the Patch Manager 5.00 installation, you will be prompted to select whether you are migrating an existing Patch Manager environment or creating a new one. You must be using Patch Manager version 1.2 or higher to use the migration option. To successfully migrate and use Patch Manager 5.0, you will need the following:

- HP OpenView Configuration Server Version 5.0 is required. To migrate to this version, refer to the *HP OpenView CM Configuration Server Migration Guide*.
- HP OpenView Messaging Server (Messaging Server) Version 5.0 with the Patch Data Delivery Agent installed using the configuration file (`patch.dda.cfg`) delivered with that version. To migrate to this version, refer to the *HP OpenView Messaging Server Migration Guide*.
- HP OpenView Reporting Server (Reporting Server) version 5.0. To migrate to this version refer to the *HP OpenView CM Reporting Server Migration Guide*.

There are additional steps that need to be performed before running the Patch Manager Installation program. Follow the steps in Chapter 2 that apply to your current Patch Manager version.

To determine the version of Patch Manager

Examine the contents of the `httpd-####.log` where `####` is the port number under which the Integration Server is running. This file is located in the 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 existing version of Patch Manager.

Steps for All Versions

- 1 Perform a backup of the ODBC Patch Database, Configuration Server Database, the Integration Server where the Patch Manager Server is loaded, and Reporting Server prior to beginning the migration process.
- 2 Stop your Configuration Server.
- 3 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:
- 4 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.

Decide if you need to preserve pre-existing Patch Manager device-compliance information.

- If you need to preserve your current device compliance information, you must perform the migration steps detailed in the remainder of this manual, which vary by Patch Manager Server Version. Perform all steps that apply:
 - Additional Steps for Versions Prior to 2.0
 - Additional Steps for Version 2.0
 - Additional Steps for All Versions
- If all prior device compliance information can be deleted, you can proceed to:
 - Final Steps for All Versions on page 12.

Additional Steps for Versions Prior to 2.0

Patch Manager version 1.2.3 introduced 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. Patch Manager versions 1.2.3 and above don't allow duplicates and rely on

the fact that there are no duplicates; therefore, 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 upon 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 5.0, media checks for duplicates in your ODBC database.

The database script `remove_duplicates.sql`, located in the migration folder of the Patch Manager version 5.0 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 Integration Server instance 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 the steps outlined in Additional Steps for Version 2.0, below.

Additional Steps for Version 2.0

Patch Manager version 2.0.1 introduced reporting performance enhancements that relied 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 were required for Reporting Server 4.2 and Patch Manager 3.0.

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 dropped the `nvd_zobjstat` table, new tables will be created upon 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 5.0 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 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 the Patch Manager media.

Additional Steps for All Versions

If you dropped the `nvd_zobjstat` table from your pre-existing Patch Manager ODBC database, you may skip this section and move on to the section entitled: Final Steps for All Versions on page 12.

Patch Manager version 5.0 when used in conjunction with the OVCN pre-requisite version 5.0 Infrastructure components, including HP OpenView Messaging Server and HP OpenView Reporting Server, will provide substantial improvements in rendering of Patch compliance information as viewed through the Reporting Server. These improvements were achieved via revisions to the Patch Manager compliance ODBC database tables and schema definitions.

To accommodate these schema changes you need to run SQL database scripts to create Version 5.0 pre-requisite tables and migrate pre-existing machine compliance information to the database schema used by the CM Patch Manager Version 5.0 product.

SQL scripts for the migration of Microsoft SQL Server and Oracle compliance information are supplied in the `\Migration` folder supplied with the CM Patch Manager Version 5.0 media.

The script referenced below will create and populate the new tables: `NVD_DESTATUS`, `NVD_BUSTATUS`, `NVD_RESTATUS` and `NVD_DEERROR` from pre-existing `NVD_DE*` tables.

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 Integration Server running the Patch Manager module.
- 3 If using **Microsoft SQL Server**: run the script `mssql_create_patch50_compliance_tables.sql` to create the Patch Manager Version 5.0 Patch compliance tables. Then run the script `mssql_migrate_pre_50_tables.sql` to migrate pre-existing Patch Manager compliance data from pre-existing Patch Manager ODBC database tables to the new tables used in Patch Manager Version 5.0 reports.
- 4 If using **Oracle**, run the script `oracle_create_patch50_compliance_tables.sql` to create the Patch Manager Version 5.0 Patch compliance tables. Then run the script `oracle_migrate_pre_50_tables.sql` to migrate pre-existing Patch Manager compliance data from pre-existing Patch Manager ODBC database tables to the new tables used in Patch Manager Version 5.0 reports.

The scripts referenced above are located in the migration folder of the Patch Manager version 5.0 media.

Final Steps for All Versions

If you chose to preserve Patch Manager Compliance information, and ran the conversion scripts referenced earlier in this document, do the following:

- 1 Drop pre-existing indexes on the Patch manager ODBC database tables:
`NVD_RELEASE`, `NVD_SP`, `NVD_PRODUCT`, `NVD_PATCH`, and `NVD_BULLETIN`.
- 5 In addition, if you are upgrading from 3.0 or later, drop the pre-existing `NVD_MSGCAT` table. It will be recreated in the new format when the Patch Manager Server starts.

For new installations of Patch Manager Version 5.0 as well as customer's migrating to Patch Manager Version 5.0, the HP OpenView Infrastructure requirements are: Messaging Server Version 5.0, Reporting Server Version 5.0, and Configuration Server 5.0.

Install the OVCM Infrastructure components in the following order.



WARNING: If you have chosen to maintain all prior device compliance information you must install Messaging Server Version 5.0 to all OVCM infrastructure machines posting Patch manager Compliance information. Do not restart Messaging Server software that is running a Version prior to 5.0.

- HP OpenView Messaging Server version 5.0 with the Patch Data Delivery Agent installed using the configuration file (`patch.dda.cfg`) delivered with that version. To migrate to this version, refer to the *HP OpenView Messaging Server Migration Guide*.
- HP OpenView Reporting Server version 5.0. To install this version refer to the *HP OpenView CM Reporting Server Installation and Configuration Guide*. Please note Reporting Server Versions earlier than 5.0 are incompatible with Patch Manager Version 5.0 and other Version 5.0 components.
- HP OpenView Configuration Server Version 5.0 is required if you intend to manage CM Clients in multiple geographies and non-English locales. To migrate to this version, refer to the *HP OpenView CM Configuration Server Migration Guide*.

All software referred to in this section is available for installation or migration using the OpenView CM Version 5.0 installation media.

Your existing Patch Manager environment is prepared to begin the *Migration Process*.

3 Migration Process

When Migration is selected during the installation process, the following automated sequence of events will be performed by the Patch Manager Version 5.0 setup program.

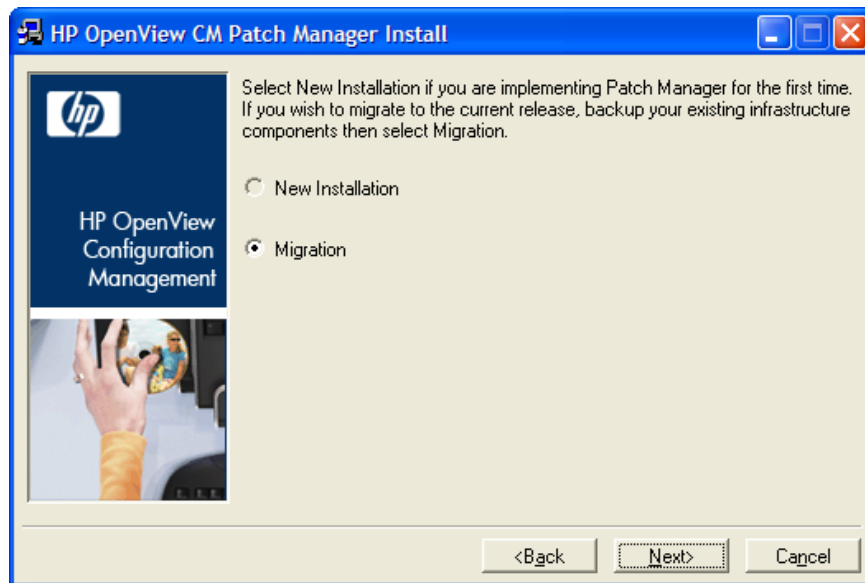
- The necessary modules of the Patch Manager Server and Configuration Server are updated.
- The existing PATCHMGR domain is deleted.
- The 5.0 PATCHMGR domain is recreated. The Class, Instance, and Resource database decks provided by Hewlett-Packard are imported.
- The SYSTEM domain, Instance database decks provided by Hewlett-Packard are imported.
- The PATCHMGR domain decks you created in Step 4 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 5.0 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 migration for the Patch Manager Server components

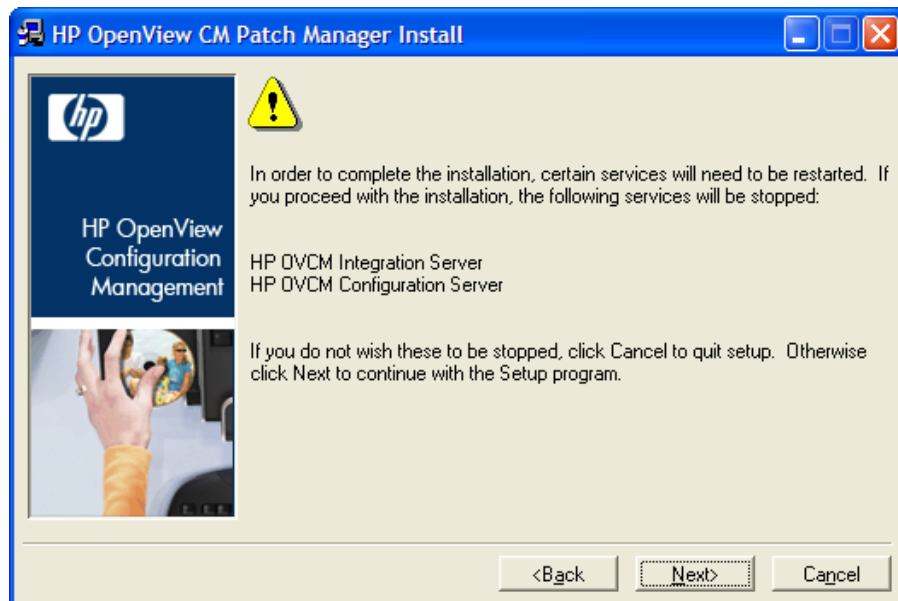
- 1 From the `extended_infrastructure\patch_manager_server\win32` directory on the Patch Manager installation media, double-click **setup.exe**.
 - ▶ The minimum build of nvdkit required for Patch Manager version 5.0 server components is 446.
If you are running Patch Manager from a command line, be sure to stop the service before running the installation.

The welcome window opens.

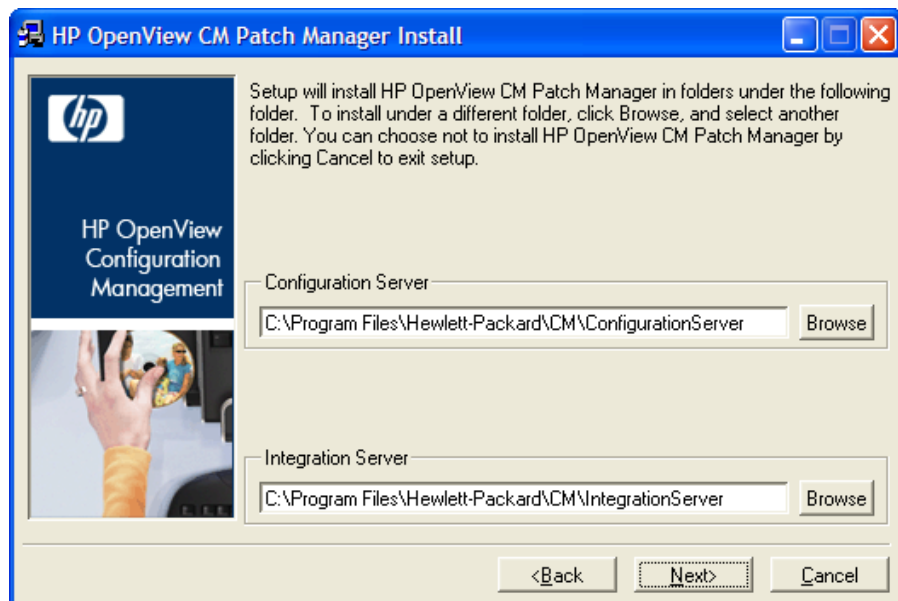
- 2 Click **Next**. The end-user license agreement window opens.
- 3 Click **Accept** to the HP Software License Terms.



- 4 If you want to upgrade to Patch Manager version 5.0, 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.
 - **Patch Manager Server**
Installs the CM Patch Manager Server including the CM Integration Server executables nvdkit and httpd.tkd.
 - **Configuration Server Component Updates**
Installs Patch Manager Version 5.0 Configuration Server rexx scripts required for the successful operation of Patch Manager.
 - **Configuration Server Database Updates**
Creates the PATCHMGR domain and imports Manager version 5.0 instance and resource data into the Configuration Server Database.
 - To use the features of Patch Manager version 5.0, you must select the Configuration Server Database Updates. Note: The PATCHMGR domain, and only the PATCHMGR domain will be replaced, and all data in that domain removed
 - The Configuration Server Components Updates and Configuration Server Database Updates portions of the Patch Manager installation can only be run on the local Configuration Server computer. These pieces cannot be installed over a network connection.
- 6 After making your selections, click **Next**.



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



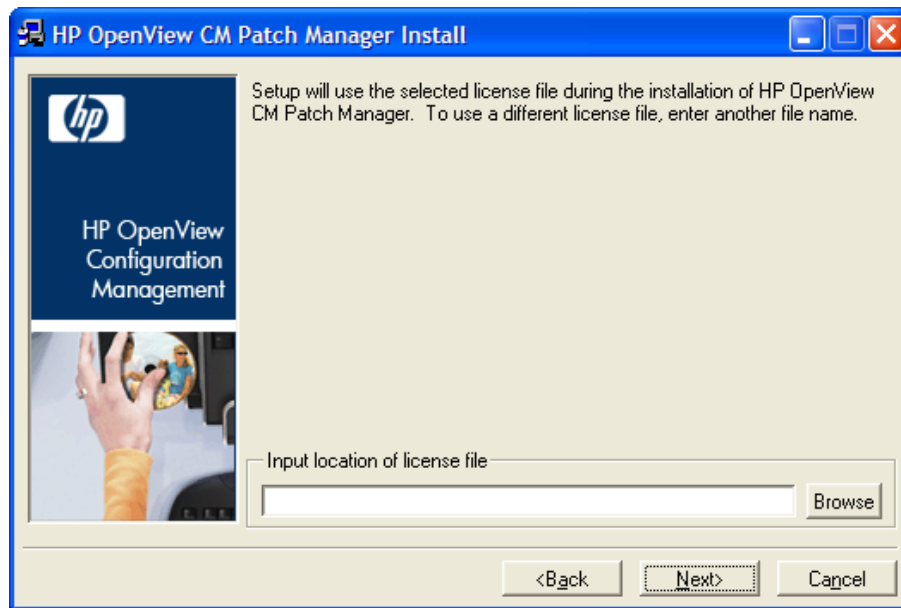
- 8 Type the location where the Configuration Server is installed, or click **Browse** to navigate to it.
- 9 Type the location where you would like to install the Patch Manager Server (Integration Server), or click **Browse** to manually select the location.

▶ Where possible, accept the defaults for these directories.

- 10 Click **Next**.

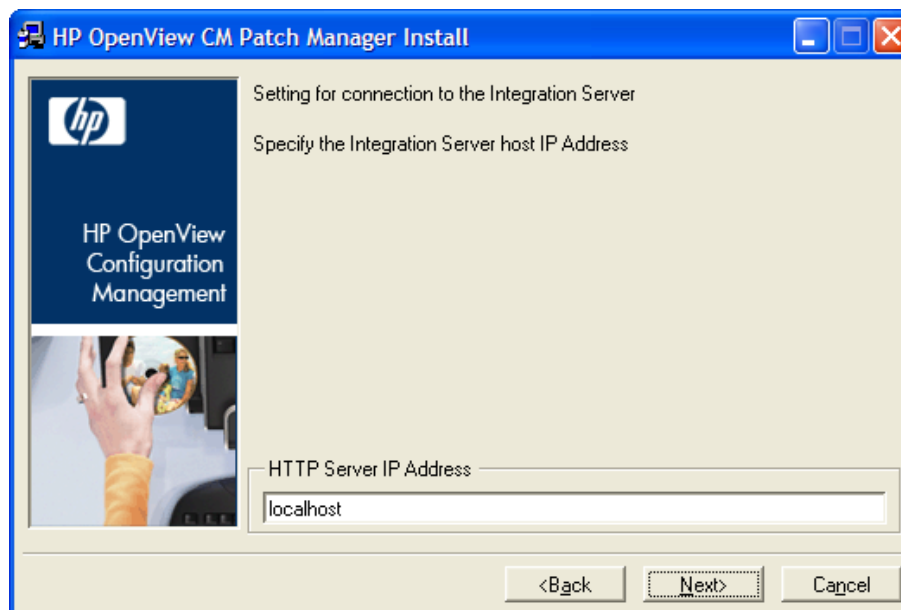
A dialog prompts you to confirm the updates to the Configuration Server directory and contents.

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

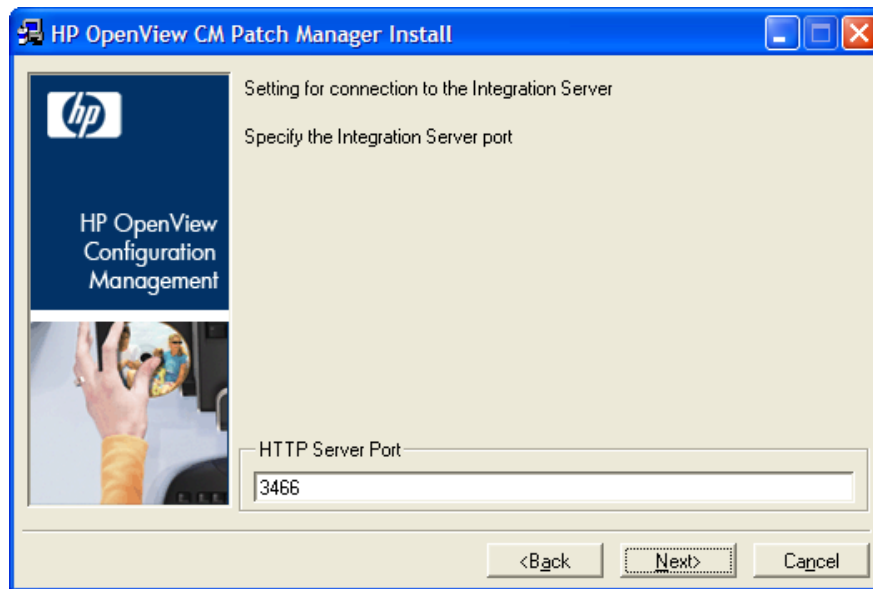


12 Type the location of your license file or click **Browse** to navigate to it, then click **Next**.

13



14 Type the IP address of the host Integration Server for the Patch Manager module, and click **Next**.



- 15 Type the port of the host Integration Server for the Patch Manager module, and click **Next**.

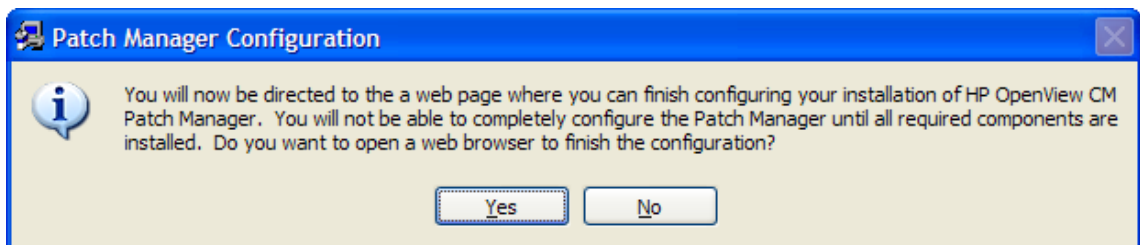
The summary window opens.

- 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 Configuration Server and its Database have been updated, and the Patch Manager Server version 5.0 has been installed.



- 18 Click **Yes** if all components are installed and you are ready to configure the Patch Manager.

You are directed to the HP OpenView CM Patch Administrator page for final configuration.



For further information on using the Patch Manager Administrator, please see the *Installation and Configuration Guide for the HP OpenView CM Patch Manager Version 5.0*.

Configuration Database Type Change for Oracle Users

Oracle users must set the Database Type to Oracle in the ODBC DSN section of the OpenView Configuration Settings page on the HP OV CM Patch Manager Administrator.



Failure to set the ODBC DSN Database type value to **Oracle** will result in a default value of **SQL Server**, and result in Database synchronization and Patch Acquisition failures.

After configuring the ODBC DSN, click **Test ODBC Connection**.

Database synchronization

Upon Completion of the Patch Manager Server install, Use the HP OVCM Patch Manager Administrator page to perform a database synchronization. From the Operations tasks, select **Perform a Synchronization**.

Configuration Change for Microsoft Office Product exclusion

Microsoft is replacing MSSECURE with Microsoft Update for newer operating system versions and their prerequisite service packs. This affects HP OpenView CM Patch Manager as well as Microsoft Update technologies. See the Microsoft Web site for a complete list of supported operating systems and products. At the time of this release of Patch Manager, Microsoft has stated that support for MSSECURE components will terminate in the third quarter of 2007. As a result of this change, Microsoft will stop making updates to MSSECURE. On the date of termination, only patches hosted by Microsoft Update Catalog will be updated and maintained on an ongoing basis by Microsoft.

Patch Manager 3.0 provided support for the new Microsoft Update technology with no additional configuration. During the time that MSSECURE and Microsoft Update technologies are both actively updated by Microsoft, Patch Manager 5.0 supports the use of both MSSECURE and Microsoft Update technologies to download, process, and publish the data needed to manage patches. Furthermore, Patch Manager supports the transition from MSSECURE to Microsoft Update Catalog since both patch repositories may be used for the patch management. HP will continue to support patching for operating systems supported by the MSSECURE technologies for the present time. However, when MSSECURE is no longer updated by Microsoft, HP will no longer provide data correction services for MSSECURE. This data will remain static until it is no longer supported by HP. The date of termination of MSSECURE data correction support by HP will be dependent on Microsoft's termination date.

Microsoft Office Security Patch Management was first provided in Patch Manager Version 2.1, the Microsoft Office security patch management processes in Versions 2.1, 2.2, 3.0, and 3.0.x contained safeguards to prevent the management of Microsoft Office Security patches through Patch Manager. This safeguard was added to prevent conflict with other Microsoft Office software management technologies including installations managed through Application Manager, Software Manager or Office installations installed via an ACP (Administrative Control Point).

Patch Manager Version 5.0 uses the new Microsoft Update technologies; in this environment, the programmatic safeguards present in Patch Manager Versions 2.x, and 3.0.x will no longer be active. If you are migrating from a previous version of Patch Manager did not remove your `patch.cfg` before migration, and want to exclude all Microsoft Office products or their standalone versions from Patch Manager acquisition and management, append the following text to your product exclusion list:

```
"!Access*,!Excel*,!FrontPage 200[023],!FrontPage
9[78],!InfoPath*,!Office*,!OneNote*,!Outlook*,!PowerPoint*,!Project
200[023],!Project 98,!Publisher*,!Visio*,!Word*,!Works*"
```



To specify product exclusions, use the Patch Manager Version 5.0 Administrator web page, click **Configuration Settings Preferences**, and type the exclusions in the Excluded Products text box.

Migrating a Patch Manager Agent to Version 5.0

As of CM Patch Manager Version 5.0 the service `PATCHMGR.ZSERVICE.FINALIZE_PATCH` is required to be in all agent entitlement lists. Prior to migrating any pre-existing Patch Manager agents to Version 5.0 assign the service called `PATCHMGR.ZSERVICE.FINALIZE_PATCH`.



Failure to assign the `FINALIZE_PATCH` service to a Patch Manager device's policy entitlement will result in prolonged Patch Manager client processing and failure to provide real time compliance information.

When a Patch Manager agent runs, all applicable security bulletins or advisories are downloaded and queued for installation by a Patch Manager Service called `PATCHMGR.ZSERVICE.FINALIZE_PATCH`. This service is prioritized to run as the last service when running Patch Manager. The `FINALIZE_PATCH` service is designed to send current device compliance information to OV CM infrastructure components after all patch management activities are complete.

When you run a patch acquisition, you can automatically download updated product discovery scripts and the Patch Manager Version 5.0 agent updates required for the successful operation of Patch Manager Version 5.0. These files are received from the HP OpenView Patch Manager Update web site. 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.

You must enable the Patch Manager Agent Version 5 updates. To do this, open the HP OpenView CM Patch Manager Administrator page. From the Configuration tasks, select **Patch Agent Updates** and select **Version 5**. This is required to migrate existing Patch Manager agents to Version 5.0. Refer to the *HP OpenView CM Patch Manager Installation and Configuration Guide* for more information.