HP Client Automation

Application Usage Manager

for the Windows operating systems

Software Version: 7.50

Migration Guide

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Documentation Updates

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

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Table 1 lists changes included in this release of the CM Application Usage Manager Migration Guide.

Table 1   Document Changes

Chapter	Version	Change
All	7.50	Throughout the guide, many references to Version 5.10, 5.11, or 7.20 were changed to Version 7.50. The Application Usage Manager and KB Server were rebranded from HP Configuration Management to HP Client Automation (HPCA) for this release.
Chapter 1	7.20	Page 7, Introduction, added rebranding note: **Rebranding Note for v 7.20**: While the Application Usage Manager and the KB Server were not rebranded, most other Configuration Management products have been rebranded from Configuration Management to Client Automation Enterprise (CAE) products as of Version 7.20. Refer to the *HPCAE 7.20 Release Notes* for more information.
Chapter 2 Chapter 3	7.50	Page 9, Added note to Upgrading the Oracle Database Schema and Upgrading a SQL Server Database Schema. **HPCA 7.50 Note**: There is an additional service pack (23A or U) when upgrading to this release.
	7.20	**CM 7.20 Note**: There is an additional service pack (22 A or U) when upgrading to this release.
Chapter 4	7.20	Page 19, Upgrading to an AUM 7.50 Environment, added note: **CM AUM 7.20**: The Usage Manager Agent and USAGE Domain were updated from Version 5.11 to Version 7.50. Refer to the *HPCAE V 7.20 Release Notes* for details. Follow the steps in this chapter using the media from CAE v 7.20 to apply the updates and obtain the latest features. The USAGE Domain import decks are located on the CAE 7.20 media in the folder: `\Usage\CSDB_Classes\USAGE_DOMAIN\` Corrected the path to the import desks in the above note from: `\Usage\CSDB_Classes\USAGE_DOMAIN\`
	7.20 Aug 2008	to `\Usage Manager\CSDB_Classes\USAGE_DOMAIN\`

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Contents

1 Introduction

About this Guide

⚠️ If you are migrating from a Core/Satellite 7.20 environment, refer to the *HP Client Automation Core and Satellite Migration Guide*, because, in this case, migration instructions in that guide preclude the instructions in this guide.

Who this guide is for

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

- an HP Configuration Management Application Usage Manager (AUM) environment to version 7.50. (The previous release was version 7.20.)

- an existing Application Usage Manager database schema (SQL Server or Oracle) to support Application Usage Manager 7.50 with Application Usage Manager Administrator 7.50, Knowledge Base Server 7.50, and Reporting Server 7.50.

This guide contains information only for the Windows platforms.

You should be familiar with Configuration Management and Client Automation products, including the Configuration Server, the Configuration Server Database, and the Knowledge Base Server.

If you use the Reporting Server, you should also be familiar with it.

For details, see the appropriate user and/or installation and configuration guides.

What this guide contains

This guide contains the following chapters and details for the following procedures:

- Chapter 2, Upgrading the Oracle Database Schema on page 9
- Chapter 3, Upgrading a SQL Server Database Schema on page 15
- Chapter 4, Upgrading to an AUM 7.50 Environment on page 19

2 Upgrading the Oracle Database Schema

Overview

This chapter explains how to upgrade your existing Application Usage Manager schema (versions 2.1, 2.2, or 5.0) for an Oracle database to the new schema for Application Usage Manager version 5.10 and up.

> Version 5.0 and up provide internationalization (I18N) support features.

You must update your Application Usage Manager database schema to accommodate this release for Application Usage Manager 7.50, unless you have Application Usage Manager 7.20, in which case you do not have to upgrade your database.

> The Application Usage Manager database schema for version 7.50 has not changed since version 5.10.

The upgrade process can take up to several hours to complete, depending on the data size, system resources and other features.

Preparing for the Upgrade

To prepare for the upgrade of your database schema, a qualified database administrator must complete the following tasks.

- Make sure there is no ongoing database activity. Stop the service for the Knowledge Base Manager to prevent any import activity. Also stop the service for the Reporting Server to prevent reporting queries to the database.

- Back up the database.

- Copy all the files needed for the upgrade from the HPCA media to a local folder.

  — **Service packs**
  Service packs are located on the HPCA media in `\Usage Manager\Maint\SqlDatabaseMaintHistory\Oracle`.

  > You can upgrade to a data type of either ANSI or Unicode. For details see Apply Schema Service Packs to the Oracle Database on page 10.

  - ANSI—Copy Service Packs 01-13 and 14A-23A and up.

  - Unicode—Copy Service Packs 01-13 and 14U-23U and up.

  — **Migration scripts**
  The migration scripts for the Oracle Server are located on the HPCA media in `\Usage Manager\Migrate\Oracle 9i_10g`.

> If you use SQL Plus to execute these scripts, the Oracle scripts will also run on Oracle 11g. If you use SQL Developer to execute the scripts, you may produce errors.

Apply Schema Service Packs to the Oracle Database

This section contains the instructions for applying the schema service packs to the Oracle database.

If your Application Usage Manager database schema is at version 2.1 GA or 2.2, choose one of the following two options:

- Upgrade your schema to an ANSI data type; this upgrade does not provide I18N support. If you choose this option, perform Tasks 1 and 2 below to apply the appropriate ANSI service packs through 22A, and then continue with Chapter 4, Upgrading to an AUM 7.50 Environment on page 19.

- Upgrade your schema to a Unicode data type; this upgrade provides I18N support. If you choose this option, perform all tasks (1-14) in this chapter and then continue with Chapter 4, Upgrading to an AUM 7.50 Environment on page 19.

Task 1   Grant DBA

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

Task 2   Apply Service Packs 01 to 22 (U or A)

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

You must apply all ANSI or Unicode service packs from 1-13 and 14-23 and up before you upgrade to the Application Usage Manager schema 7.50.

> Service pack 10 has not been released.

- **If you have Usage Manager 2.1**
  Apply all ANSI or Unicode service packs from 1-23 in sequential order. Use SQL Worksheets. For example, if your database is currently at Service Pack 4, then apply ANSI or Unicode Service Packs 5-23 or the latest one available at the time of this release. There is no need to repeat any service packs already applied.

- **If you have Usage Manager 2.2**
  Apply these service packs:

  — For Unicode: 11, 12, 13, 14U, 15U, 16U, 17U, 18U, 19U, 20U ,21U, 22U and 23U

  — For ANSI: 11, 12, 13, 14A, 15A, 16A, 17A, 18A, 19A, 20A , 21A, 22A and 23A

- **If you have Application Usage Manager 5.0**
  Apply only Service Packs 21U, 22U and 23U and up, if any.

- **If you have Application Usage Manager 5.1 or 5.11**
  Apply only Service Pack 22U and 23U.

- **If you have Application Usage Manager 7.20**
  Apply service pack 23U.

- **If you have already upgraded from 2.x to 5.x (U or A)**
  Apply service packs as described above.

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

- `rcaServicePackHistory`   Table for Service Packs 1 to 13.

- `rcaSQLDatabaseMaintHistory`   Table for Service Packs 14U to 23U.

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

If some of the scripts are dropping some objects, such as tables, views, procedures, functions, triggers, and indexes, you may receive errors that indicate that an object (targeted to be dropped) does not exist. For example:
```
ERROR at line 1:ORA-00942: table or view does not exist.
```

If some columns that are altered in later scripts do not exist, the following error is displayed.
```
Ignore error ORA-00904: "CRITERIASEARCHTYPEID": invalid identifier
```

These error messages can be safely ignored.

After Applying Service Packs

- If you have applied all ANSI service packs, the data type of a schema is unchanged. There is no requirement to create a new DSN, the one created previously may be used. Continue with Chapter 4, Upgrading to an AUM 7.50 Environment on page 19.

- If you have applied all service packs for Unicode support, continue with Upgrade Schema to 7.50 Unicode, below.

Upgrade Schema to 7.50 Unicode

Perform the tasks in this section only to upgrade to a Unicode supported Application Usage Manager schema.

- **Upgrading from a 2.x schema**
  You must perform all of the tasks in this section, i.e., Tasks 3-14.

- **Upgrading from a 5.0 schema**

  — If your 5.0 Unicode schema was installed new with Application Usage Manager 5.0, the following tasks are *not* needed and you can continue with Chapter 4, Upgrading to an AUM 7.50 Environment on page 19.

— If your 5.0 Unicode schema was previously upgraded from a 2.x schema, Tasks 3-14 below were optional during that migration. However, if you did not perform them as part of the 2.x to 5.x Unicode upgrade, HP recommends that you perform them now.

> If you already have a database with a character set that supports Unicode Data, (Database Character Set `Al32UTF8` or National Character Set `UTF8`), or if you have Application Usage Manager 5.0, 5.1, 5.11, or 7.20 (new install on a Unicode-supported database), Tasks 3-14 are not required.

Task 3 Alter Common Tables

Use SQL Plus or Sql Worksheet to execute `Step3_Alter_Common_Tables.sql`.

Task 4 Alter Usage Manager Tables

Use SQL Plus or Sql Worksheet to execute `Step4_Alter_UsageManager_Tables.sql`.

> Execution of this script may take several minutes, depending on your data.

> If you see a message that the schema is upgraded to the latest, this means that it has been upgraded to 7.50.

> ⚠ The tasks that follow explain how to export and import the data into a new database. Ensure that you have backed up a database before you migrate the data.

Task 5 Export Data

Use the Oracle export utility (`EXP.exe` found in the `BIN` directory) and export the data. You can find the export command and instructions in `Step5_Export_Data.txt`. (See the sample export command below.)

For Oracle 11g, the export utility is located in:
Install Drive`\app\Administrator\product\11.1.0\db_1\BIN`

Here is a sample export command:

```
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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```

> If you are a database administrator, HP recommends that you change the settings of the export commands to suit your business needs, based on the environmental settings, as required.

> If you are a database administrator, HP also recommends that you review the database character set and NLS settings in order to rule out possible character conversions during import. For more information, refer to the *Oracle Database Globalization Support Guide*.

Task 6 Create New Unicode Database

Create a new database with a database character set that supports Unicode data, preferably the Database Character Set `Al32UTF8` or National Character Set `UTF8`.

> If you are a database administrator, HP recommends that you change the settings of the database character set to suit your needs. You may also consider changing the Block Size.

Task 7   Define Tablespaces

Use SQL Plus or Sql Worksheet, log in as system or **SysDBA,** and execute `Step7_Define_Tablespaces.sql`.

Task 8   Define Common Roles

Use SQL Plus or Sql Worksheet, log in as system or **SysDBA,** and execute `Step_8_Define_Common_Roles.sql`.

Task 9   Import Data

Use the Oracle import utility (`IMP.exe`) to import the data. The import command and instructions are located in `Step9_import_Data.txt`.

For 11g, the import utility can be found here:
Install Drive`\app\Administrator\product\11.1.0\db_1\BIN`.

Here is a sample import command:

```
Microsoft Windows (Version 5.2.3790)
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C:\oracle\ora92\bin>imp radia/radia FILE=c:\UMData\RADIA.dmp SHOW=n
FROMUSER=RADIA ROWS=Y IGNORE=y GRANTS=y Constraints=y
log=c:\umdata\radiaimp.log
```

> If you are a database administrator, HP recommends that you change the settings of the database character set to suit your needs. You may also consider changing the Block Size.

> If you are a database administrator, HP also recommends that you change the settings of the import commands to suit your business needs.

After the import is successful, log in to Oracle Enterprise Manager and go to the views of the Application Usage Manager user (often named **Radia**). Right-click on each view and compile.

Views or procedures and triggers may also be re-created by executing:
`Step11_Optional_ReCompile_UsageManager_TrgView.sql`. Refer to Task 11, below.

Task 10   Re-create Indexes

Perform this step to re-build all the indexes in the new database. Use SQL Plus, connect as user `Radia` or the Application Usage Manager user (the default user 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 when you import views and triggers. In such a case, use SQL Plus or Sql Worksheet, log in as the user `Radia` or the Application Usage Manager user, and execute `Step11_ReCompile_UsageManager_TrgView.sql`.

Task 12   Optional_Re_Create_Constraints (Optional)

If you get compilation errors during the import, use SQL Plus or Sql Worksheet, log in as the user `Radia`, or the Application Usage Manager user, and exectue `Step12_Optional_Re_Create_Constraints.sql`.

Task 13   RevokeDBA.sql (Optional)

You need to perform this task to revoke the database administrator permission granted to the Application Usage Manager user (`Radia`) in Task 1 on page 10. This step 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 to use this database for import.

After you upgrade the schema you must upgrade the Knowledge Base Server to version 7.50, as detailed in Chapter 4, Upgrading to an AUM 7.50 Environment.

3 Upgrading a SQL Server Database Schema

Overview

This chapter explains how to upgrade your existing Application Usage Manager schema (versions 2.1, 2.2, 5.0, or 7.20) on SQL Server to the new Schema for Application Usage Manager 7.50.

It is important that you update your Application Usage Manager database schema to accommodate this release, which supports Application Usage Manager 7.50.

> The Application Usage Manager database schema for version 7.50 has not changed since version 5.10.

The upgrade process might up to several hours to complete, depending on the data size, system resources, and other features.

Preparing for the Upgrade

To prepare for the upgrade of your database schema, a qualified database administrator needs to complete the following tasks.

- Make sure there is no ongoing database activity. Stop the service for the Knowledge Base Server to prevent any import activity. Also stop the service for the Reporting Server to prevent reporting queries to the database.

- Back up the database.

- Copy all the files that you need for the upgrade from the HPCA media to a local folder.

    — **Service packs**
      Service packs are located on the HPCA media in `\Usage Manager\Maint \SqlDatabaseMaintHistory\SQL Server`.

    > You can upgrade to a data type of either ANSI or Unicode. For details about this option see Apply Schema Service Packs to the SQL Server Database on page 16.

    – ANSI—Copy Service Packs 01-13 and 14A-23A and up.

    – Unicode—Copy Service Packs 01-13 and 14U-23U and up.

    — **Migration scripts**
      The migration scripts for the SQL Server are located on the HPCA media in `\Usage Manager\Migrate\SQL Server`.

Apply Schema Service Packs to the SQL Server Database

You must upgrade the Application Usage Manager database to schema 7.50. The user has the option to upgrade to a data type of ANSI or Unicode.

This section describes how to apply the service packs to the SQL Server database.

- If your schema is version 2.1 GA or 2.2, you can upgrade to either an ANSI or Unicode data type.

- If your schema is above version 2.2, you can only upgrade to Unicode.

Task 1   Apply Service Packs

Use Query Analyzer to execute the scripts.

You must apply all ANSI or Unicode service packs from 1-13 and 14-23 and above before you upgrade to the Application Usage Manager schema 7.50.

> Service pack 10 has not been released.

- **If you have Usage Manager 2.1**
  Apply all the ANSI or Unicode Service Packs from 1 to 23 in sequential order. Use the SQL Query Analyzer. For example, if your database is currently at Service Pack 4, then apply the ANSI or Unicode scripts from Service Packs 5 - 23 or the latest available at the time of release. There is no need to repeat any service packs that were already applied.

- **If you have Usage Manager 2.2**
  Apply these service packs:

  — For Unicode: 11, 12, 13, 14U, 15U, 16U, 17U, 18U, 19U, 20U, 21U. 22U and 23U

  — For ANSI: 11, 12, 13, 14A, 15A, 16A, 17A, 18A, 19A, 20A, 21A, 22A and 23A

- **If you have Application Usage Manager 5.0**
  Apply only Service Packs 21U, 22U and 23U.

- **If you have Application Usage Manager 5.1, 5.11**
  Apply only Service Packs 22U and 23U.

- **If you have Application Usage Manager 7.20**
  Apply only Service Pack 23U.

- **If you have already upgraded from 2.x to 5.x (U or A)**
  Apply service packs as described above.

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 14 to 23.

For example:
```
SQL> select SERVICEPACKNUMBER,SERVICEPACKNAME,SCHEMAVERSION from
rcaServicePackHistory;

SERVICEPACKNUMBER   SERVICEPACKNAME    SCHEMAVERSION

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

        1           SERVICEPACK1       1.9.3

        2           SERVICEPACK2       1.9.4
```

- If some of the scripts drop some objects, such as tables, views, procedures, functions, triggers, and indexes, you may receive errors that indicate that an object (targeted to be dropped) does not exist.

- If some tables that are altered in later scripts do not exist, you may receive an error. For example:

  ```
  Server: Msg 4902, Level 16, State 1, Line 1

  Example: Cannot alter table 'dbo.NvdPing' because this table does
  not exist in database 'Your_UM_DB'.
  ```

  These messages may be ignored.

After Applying Service Packs

- If you have applied all ANSI service packs, the data type of schema is unchanged. The schema upgrade is complete. There is no requirement to create a new DSN, the previously created one may be used. Go to Chapter 4, Upgrading to an AUM 7.50 Environment on page 19.

- If you upgraded to Application Usage Manager 7.50 Unicode data type, perform Tasks 2-6 in Upgrade Schema to 7.50 Unicode, below.

  > If you already have Application Usage Manager 5.0, 5.1, 5.11, or 7.20 installed, (new full database install) with the required collation name, the tasks in the topic Upgrade Schema to 7.50 Unicode below are *not* required.

- If you have upgraded from 2.x to 5.x ANSI data type and wish to have Unicode support, perform Tasks 2-6 in Upgrade Schema to 7.50 Unicode, below.

Upgrade Schema to 7.50 Unicode

The following tasks need to be executed to upgrade to a 7.50 schema with Unicode support.

Task 2   Drop Constraints

Use SQL Server Query Analyzer to 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. Ensure that there are no open connections on the database before running the script.

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

   — To enable single user mode, use SQL Server Query Analyzer to perform the next steps.

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

   — Replace *Your_UM_DB* with your Application Usage Manager database name.

   — Replace *NEW Collation Name* with a collation name of your choice, for example `French_CI_AS`.

3 Use SQL Server Query Analyzer to execute the file `Step3_Alter_Database.Sql`.

4 After you run the script make sure that the following command was executed to revoke the single user restriction:

```
alter database Your_UM_DB set MULTI_USER
```

Task 4   Alter Usage Manger Tables

Use SQL Server Query Analyzer to execute `Step4_Alter_UsageManager_Tables.sql`.

> This may take several minutes, depending on your data.

Task 5   Add Constraints, Indexes, Triggers

Use SQL Server Query Analyzer to execute `Step5_Add_Constraints_Indexes_Triggers.sql`.

Task 6   Re-Index

Use SQL Server Query Analyzer to execute `Step6_Re-Index.sql`.

Now your database is upgraded to schema version 7.50 with Unicode support.

The Application Usage Manager schema is now upgraded to support version 7.50.

> ⚠ After you upgrade the schema you must upgrade the Knowledge Base Server to 7.50. For details, see Upgrading the Knowledge Base Manager on page 26.

4 Upgrading to an AUM 7.50 Environment

Use the procedures in this chapter to upgrade an existing Usage Manager 2.x or Application Usage Manager 5.x environment to an Application Usage Manager version 7.50 environment. As of this writing, the latest version is 7.50, and is available on the HP Client Automation 7.50 media.

> The Application Usage Manager Agent and USAGE Domain were updated from version 5.11 to version 7.50. Refer to the *HPCA 7.50 Release Notes* for details. Follow the steps in this chapter by using the media to apply the updates and obtain the latest features. The USAGE Domain import decks are located on the HPCA media in `\Usage Manager\CSDB_Classes\USAGE_DOMAIN\`.

This chapter includes instructions for the following tasks:

- Upgrading the Configuration Server on page 20.
- Upgrading the Application Usage Manager Agents on page 21
- Reconfiguring the Target Collection Destination on an Integration Server on page 25
- Upgrading the Knowledge Base Manager on page 26
- Upgrading the Rule Editor to the HPCA Application Usage Manager Administrator on page 27

Upgrading the Configuration Server USAGE Domain to Usage Decks of 7.50

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

After you upgrade the Configuration Server to version 7.50, import the Usage Decks into the database in Task 3.

Task 1   Back up Database and Export USAGE Domain prior to Configuration Server Migration

It is important to back up the Configuration Server Database and export the USAGE Domain prior to the migration process.

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

1   Stop the Configuration Server service.

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

3   To manually export the existing USAGE Domain settings (instances and resources) that must be retained after migration run the ZEDMAMS instance export and resource export commands below.

> Before you use this utility, read about the ZEDMAMS command, verbs, and keywords in the *EDM Access Method Services (EDMAMS)* chapter in the *HP Client Automation Configuration Server User Guide*.

For example, to export all instances and resources in the USAGE Domain, change the directory to that of your pre-existing Configuration Server `bin` directory, and 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,INPUT=INPUT.txt
```

— Command 2 for Resource Export:

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

Where `INPUT.txt` contains the FILE.DOMAIN.CLASS.INSTANCE values of the settings that need to be exported.

Make sure these commands complete 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 the following two files in the `bin` directory.

```
Usage_Upgrade.XPI
```

```
Usage_Upgrade.XPR
```

If you want to migrate from a Radia 4.x environment, before you uninstall your existing Configuration Server or Software Manager clients, make sure all of your existing Radia (or CM) Usage Manager clients are removed. Refer to HPCA Environment: Agent Update Procedures on page 23.

If migrating from a CM 5.0 or above environment, the existing AUM Agents do not need to be uninstalled prior to upgrading them to v 7.50.

Task 2   Migrate to Configuration Server 7.50

Use the steps outlined in the *HP Client Automation Configuration Server Migration Guide* to upgrade the Configuration Server to version 7.50.

Task 3   Import Usage Decks into Configuration Server Database 7.50

1 After the Configuration Server upgrade, copy the two files created in Task 1 (`Usage_Upgrade.XPI` and `Usage_Upgrade.XPR`) to the `bin` folder of the upgraded Configuration Server location: *Install Directory*`\ConfigurationServer\Bin`

2 Stop the HPCA Configuration Server service.

3 Use a command prompt to go to the bin directory (*Install Directory*`\Configuration Server\Bin`). Execute the following ZEDMAMS import command to import both files that were created in Task 1.

> Before you use this utility, read about the ZEDMAMS command, verbs, and keywords in the *EDM Access Method Services (EDMAMS)* chapter in the *Configuration Server User Guide*.

Sample import command:

```
ZEDMAMS VERB=IMPORT_INSTANCE,FILE=USAGE_UPGRADE.XPI,
XPR=USAGE_UPGRADE.XPR,PREVIEW=NO,REPLACE=YES,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 HPCA Configuration Server.

5 Log in to the HPCA Administrator CSDB Editor to ensure that all data was imported successfully.

Upgrading the Application Usage Manager Agents

Non-HPCA Environment: Agent Update Procedures

Task 1   Uninstall the Usage Manager Agent

To upgrade the Usage Manager Agent from version 2.x (supplied with Radia 4.x) you must uninstall the current Usage Manager Agent. Use the steps below:

> Version 5.0 and above of the agent support a direct upgrade; the existing agent does *not* need to be uninstalled. Go to Task 2.

1 Open a command prompt and navigate to the Radia 4.x media where `UMSetup.exe` is located, or browse to the folder on your computer that contains `UMSetup.exe`.

2 To uninstall, use this command:
`UMSetup.exe /x`

For example:
UMAgentInstallationPath`\setup\Bin> UMSetup.exe /x`

The Agent is now uninstalled.

3 Restart the computer.

Task 2   Install the AUM Agent from the HPCA 7.50 Media

The usage collection database paths for the Application Usage Manager Agent changed as of version 5.10. You can install the Application Usage Manager Agent into the new or old collection path. This task includes instructions for both.

If you have Usage Manager 2.2

To install the AUM Agent into the new Usage Collection Database Path

The new usage collection database path is:
`C:\Program Files\Hewlett-Packard\HPCA\AUM Agent\Usage Manager)`

1 Create this folder on the target agent machine:
`C:\Program Files\Hewlett-Packard\HPCA\`

2 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\HPCA\AUM Agent\Usage Manager`

3 Access this folder on the HPCA media:
`\Usage Manager\Agent Install\Setup`

4 Double-click `AUMAgent.msi` to run the installation of the Application Usage Manager Agent.

When prompted to "Select the installation configuration options," make sure that the usage collection database path points to the path that you created in step 1 of this procedure.

To install the AUMAgent into the old Usage Collection Database Path

The old usage collection database path is:
`C:\Program Files\Novadigm\Usage Manager`

1 Access this folder on the HPCA media:
`\Usage Manager\Agent Install\Setup`

2 Double-click `AUMAgent.msi` to run the installation of the Application Usage Manager Agent.

3 On the "Select the installation configuration options" screen, click **Browse**, navigate to, and select the following path:
`C:\Program Files\Novadigm\Usage Manager`

4 Click **Next** and continue to finish installation of Application Usage Manager Agent.

If you have Usage Manager 5.x or 7.2

To install the AUM Agent into the new Usage Collection Database Path

The new usage collection database path is:
`C:\Program Files\Hewlett-Packard\HPCA\AUM Agent\Usage Manager)`

1   Create this folder on the target agent machine:
    `C:\Program Files\Hewlett-Packard\HPCA\`

2   Copy the Usage Manager folder from the existing location:
    `C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager`

    to the new target location:
    `C:\Program Files\Hewlett-Packard\HPCA\AUM Agent\Usage Manager`

3   Access this folder on the HPCA media:
    `\Usage Manager\Agent Install\Setup`

4   Double-click `AUMAgent.msi` to run the installation of the Application Usage Manager Agent.

    When prompted to "Select the installation configuration options," make sure that the usage collection database path points to the path that you created in step 1 of this procedure.

To install the AUMAgent into the old Usage Collection Database Path

The old usage collection database path is:
`C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager`

1   Access this folder on the HPCA media:
    `\Usage Manager\Agent Install\Setup`

2   Double-click `AUMAgent.msi` to run the installation of the Application Usage Manager Agent.

3   On the "Select the installation configuration options" screen, click **Browse**, navigate to, and select the following path:
    `C:\Program Files\Hewlett-Packard\CM\AUM Agent\Usage Manager`

4   Click **Next** and continue to finish installation of Application Usage Manager Agent.

HPCA Environment: Agent Update Procedures

Task 1   Uninstall the Radia Usage Manager client

To upgrade from Radia 4.x you must first uninstall the Radia Usage Manager client.

> Version 5.0 and above of the agent support a direct upgrade; the existing agent does *not* need to be uninstalled. Go to Task 2.

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

2   Restart the client computer.

Task 2   Install the AUM Agent for version 7.50

⚠   Perform this task only after migrating the Configuration Server and Agents to version 7.50. Note that the agents for 7.50 are named Client Automation Agents.

The usage collection database paths for the Application Usage Manager Agent changed as of version 5.10. You can install the Application Usage Manager Agent into the new or old collection database path. This task includes instructions for both.

If you have Usage Manager 2.2

To install the AUM Agent into the new usage collection database path

The new usage collection database path is:
`C:\Program Files\Hewlett-Packard\HPCA\Usage Manager`

1   Create this folder on the client computer:
    `C:\Program Files\Hewlett-Packard\HPCA\AUM Agent\Usage Manager`

2   Copy all the files existing under `C:\Program Files\Novadigm\Usage Manager` to the folder that you created in step 1.

3   Open the Admin CSDB Editor and navigate to PRIMARY\USAGE\Application \Application Usage Mgr Agent Install- Enterprise Collection\Configuration-Entire-Enterprise

4   Edit the attribute description and change the *LOCALPATH* to this value:
    `Program Files\Hewlett-Packard\HPCA\AUM Agent\Usage Manager`

5   Use the Application Self-service Manager to install the new Application Usage Manager Agent version 7.50.

To install the AUM Agent into the old Usage collection database path

The old usage collection database path is:
`C:\Program Files\Novadigm\Usage Manager`

1   Open the Admin CSDB Editor and navigate to PRIMARY\USAGE\Application \Application Usage Mgr Agent Install- Enterprise Collection\Configuration-Entire-Enterprise

2   Edit the attribute description and change the *LOCALPATH* to this value:
    `Program Files\Novadigm\Usage Manager`

3   Use the Application Self-service Manager to install the Application Usage Manager Agent version 7.50.

If you have Usage Manager 5.x and 7.2

To install the AUM Agent into the new usage collection database path

The new usage collection database path is:
`C:\Program Files\Hewlett-Packard\HPCA\Usage Manager`

1 Create this folder on the client computer:
   `C:\Program Files\Hewlett-Packard\HPCA\AUM Agent\Usage Manager`

2 Copy all the files existing under `C:\Program Files\Hewlett-Packard\CM\Usage Manager` to the folder that you created in step 1.

3 Open the Admin CSDB Editor and navigate to PRIMARY\USAGE\Application \Application Usage Mgr Agent Install- Enterprise Collection\Configuration-Entire-Enterprise

4 Edit the attribute description and change the *LOCALPATH* to this value:
   `Program Files\Hewlett-Packard\HPCA\AUM Agent\Usage Manager`

5 Use the Application Self-service Manager to install the new Application Usage Manager Agent version 7.50.

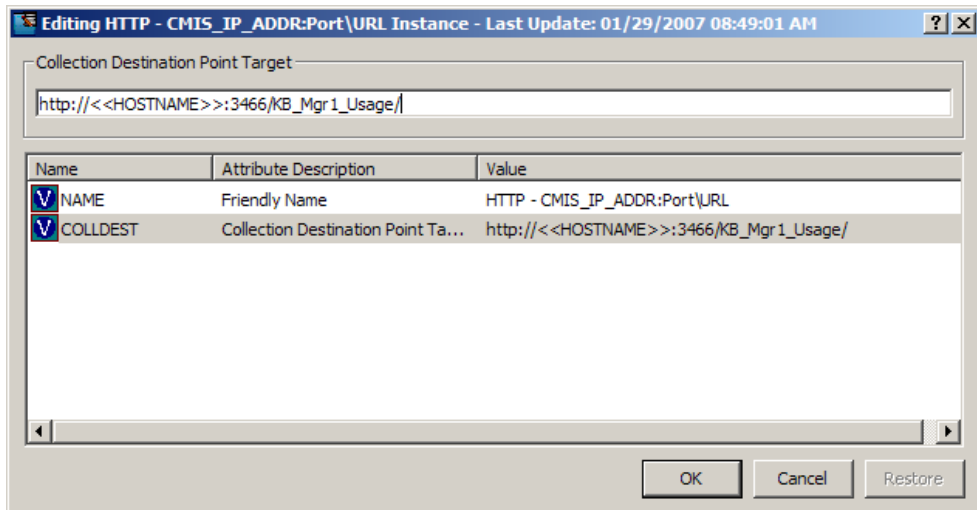### To install the AUM Agent into the old Usage collection database path

The old usage collection database path is:
`C:\Program Files\Hewlett-Packard\CM\Usage Manager`

1 Open the Admin CSDB Editor and navigate to PRIMARY\USAGE\Application \Application Usage Mgr Agent Install- Enterprise Collection\Configuration-Entire-Enterprise

2 Edit the attribute description and change the *LOCALPATH* to this value:
   `Program Files\Hewlett-Packard\CM\Usage Manager`

3 Use the Application Self-service Manager to install the Application Usage Manager Agent version 7.50.

Reconfiguring the Target Collection Destination on an Integration Server

Verify that the IP address and port number that is specified as the collection destination for your Application Usage Manager Agent points to an Integration Server or Portal in your HPCA environment.

As of release 5.0, the Portal is installed into a product-specific server location (with a default port number of 3471).

Refer to the individual product guides for more information.

Upgrading the Knowledge Base Manager

The Knowledge Base Manager is now called the Knowledge Base Server

Task 1   Uninstall the Knowledge Base Manager

> Version 5.0 and above of the Knowledge Base Server support a direct upgrade; the existing agent does *not* need to be uninstalled. Go to Task 2.

To upgrade the Knowledge Base Manager from version 2.x, you must first uninstall version 2.x.

1   In the Control Panel use Add or Remove Programs to uninstall the Knowledge Base Manager.

2   Restart the computer.

Task 2   Install the 7.50 Knowledge Base Server

1   In the HPCA 7.50 media double-click `\extended_infrastructure \knowledge_base_server\ Knowledge_Base_Server.msi` and run the installation.

The Knowledge Base Server will be installed into a folder named `\Knowledge Base Server` under the selected installation directory. For example, if you accept the default installation directory of `C:\Program Files\Hewlett-Packard\CM,` the KB Server will be installed into this location `C:\Program Files\Hewlett-Packard\CM\Knowledge Base Server`.

2   Follow the prompts to install the Knowledge Base Server.

3   From the Control Panel, launch the **HPCA KB Server Configuration**.

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

5   Restart the **HPCA Knowledge Base Server**. (This sets the value of 'Registry Base Login' to '1' in the Registry).

Refer to the *HP Client Automation Knowledge Base Server Installation and Configuration Guide* for more information.

Upgrading the Rule Editor to the HPCA Application Usage Manager Administrator

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

Task 1   Uninstall the Rule Editor

> Version 5.0 and above of the Application Usage Manager support a direct upgrade; the existing Application Usage Manager Administrator does *not* need to be uninstalled. Go to Task 2.

To upgrade from version 2.x of the Usage Manager you must first uninstall the Rule Editor.

1   In the Control Panel, use Add or Remove Programs to uninstall the Rule Editor.

2   Restart the computer.

Task 2   Install the 7.50 Application Usage Manager Administrator

1   In the HPCA media, double-click `\Usage Manager\Usage Manager Administrator\ UsageManagerAdministrator.msi`.

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

3   Refer to the *HP Client Automation Application Usage Manager User Guide* for information on how to use this tool.