HP Client Automation Enterprise

Agents

for Windows® operating systems

Software Version: 7.50

Migration Guide

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Contents

1 The HP Client Automation Agent Migration

The upgrade information in this guide applies to the following HP Client Automation agents (HPCA agents):

- HP Client Automation Application Manager (HPCA Application Manager),

- HP Client Automation Application Self-service Manager (HPCA Application Self-service Manager), and

- HP Client Automation Inventory Manager (HPCA Inventory Manager).

HP Client Automation Documentation

Table 1 below lists the HP Client Automation guides that are referenced in this migration guide. These are available on the installation media as well as the HP documentation web site, **ovweb.external.hp.com/lpe/doc_serv/**.

Additional relevant documentation is also listed in this section.

Table 1   HP Client Automation Documentation

HP Client Automation Administrator User Guide (*HPCA Admin Guide*)
HP Client Automation Application Manager and Application Self-service Manager Installation and Configuration Guide (*HPCA Application Manager and Application Self-service Manager Guide*)
HP Client Automation Configuration Server and Database Migration Guide (*HPCA CSDB Migration Guide*)

> The following *HP Software Engineering Notes* (available on the HP Software support site, **www.hp.com/go/hpsoftwaresupport**) should also be reviewed for important information on manually installing the LocalAIP driver.
>
> - Document ID: **KM544422** (HP CM agent, version 5.x)
> - Document ID: **KM467946** (HP Radia client, version 4.x)

System Requirements for the HPCA Agent

For information about the operating systems upon which this version of the HPCA agent can be installed, see the *Release Notes* document that accompanies this release.

The following are the system requirements for installing this version of the HPCA agent.

- You must have administrator rights on the machine on which you intend to install the HPCA agents.

- Microsoft .NET runtime at a minimum version of 1.1.

This requirement is specific to machines on which the Application Self-service Manager is installed.

▶ Microsoft .NET requires version 5.01 (or later) of Microsoft® Internet Explorer™.

The .NET installation program is available in the `\dotnet` directory on the HPCA agent installation media. It automatically runs on Application Self-service Manager host devices on which it is not already installed. This can be configured in `Install.ini`.

- TCP/IP connection to a computer on which the Configuration Server is running.

The HPCA Agent Upgrade

This upgrade process is recommended by HP in order to ensure that you have the appropriate HPCA Configuration Server Database. The latest Configuration Server Database is required in order to use the new features that are available in other HPCA products.

⚠ Before beginning the upgrade process, back up your production environment.

- Use the Configuration Server Verify Database utility to check the status and integrity of the elements in your Configuration Server Database before performing the upgrade.

  Although this is an additional step, HP recommends that you consider doing so prior to beginning the upgrade. Refer to the *HPCA CSDB Migration Guide* for more information.

- Upgrade your Configuration Server.

  The Configuration Server is backward compatible. Refer to the migration documentation that is located on the Configuration Server installation media.

- Upgrade your Configuration Server Database.

  Upgrade the Configuration Server Database in order to use the new features. Refer to the *HPCA CSDB Migration Guide* for instructions on upgrading the Configuration Server Database. This guide is available on the installation media.

- Upgrade your HPCA agents.

  Upgrade your Radia clients (versions 4.*x* and above), and your HPCA agents.

  For more information, see the section, HPCA Agent Upgrade Process, on page 7.

- Upgrade your Radia Administrator Workstation.

  ⚠ The HPCA agent upgrade will remove a previous version of the HPCA Administrator if one is installed on the device.

  Upgrade your Radia Administrator Workstation by removing the previous version and installing the HPCA Administrator. HP recommends that you upgrade the Administrator Workstation *after* you upgrade the HPCA agents. Refer to the HPCA Administrator migration material that is located on the installation media.

HPCA Agent Upgrade Materials

The following materials are needed in order to perform the upgrade; they are located on the installation media.

- The HPCA agent installation service; these files are stored in `Agents\migration`.
- Standard installation; these files are located in `Agents\win32`.
  - **setup.exe**: If the HPCA agent does not exist on the target device, this file launches the standard HPCA agent installation.

    If a previous version of the HPCA agent is detected, this file launches `upgrdmaint.exe`.
  - **upgrdmaint.exe**: Performs the HPCA agent upgrade.

    ⚠ Before beginning the upgrade process, be sure to check the HP Software support site for the latest version of `upgrdmaint.exe`.
  - **HPCAE-MgmtApps*xx*.msi**: The MSI database file; it contains the default configuration information for the installation and the HPCA agent components.
  - **Install.ini**: With this file, you can (optionally) customize: the installation, HPCA agent arguments file, or both.
  - The `dotnet` and `Samples` subdirectories.

Refer to the *HPCA Application Manager and Application Self-service Manager Guide* for more information about the files mentioned in this section.

Pre-upgrade Requirement

Prior to the executing this agent migration, in the HPCA Configuration Server Database, update the value of the ZDELETE method for the `radiamsi.sys` driver in the PRDMAINT.FILE Class to **_NONE_**.

CAUSE: After migrating the HPCA agent to version 7.20 (and later), the `radiamsi.sys` driver is incorrectly being deleted from the HPCA agent machine as a result of the first MAINTENANCE (**MNT=Y**) connect, during which the MAINT service is updated.

RESULT: Making this change ensures that the `radiamsi.sys` driver will remain on the HPCA agent machine.

- For additional information, refer to the HP Engineering Note on the HP Software support site, **http://support.openview.hp.com/selfsolve/document/KM625344**.

HPCA Agent Upgrade Process

There are several ways to upgrade HPCA agents:

⚠ The HPCA agent upgrade will remove a previous version of the HPCA Administrator if one is installed on the device.

- **Use the HPCA agent installation service to distribute the agent upgrade.** (*Recommended*)

  See the section Configuring the HPCA Agent Installation Service on page 9.

- **Use the standard installation media to upgrade a HPCA agent in your lab environment.**

  The HPCA agent upgrade installation contains the standard installation files, as well as the upgrade file.
  - When you run the installation, a **standard** installation is performed.

— If the installation program detects a previous version of the HPCA agent, it launches the **upgrade** installation. In this case, existing HPCA agent object attributes are maintained and the HPCA agent version information is updated to reflect the latest version.

For information about using the standard installation, refer to the *HPCA CSDB Migration Guide*.

- **Run the upgrade from a network drive.**

  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 automatically performs the installation.

  > The `/ASYNC` switch is required when `setup.exe` is called from the ZCREATE method to upgrade a HPCA agent. This ensures that `setup.exe` calls `upgrdmaint.exe` in an asynchronous mode, thereby 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.

Upgrading the HPCA Agent

This section describes how to use the HPCA agent export decks to perform the HPCA agent upgrade. When you upgrade an existing HPCA agent, it will install to the existing HPCA agent's directory. The HPCA agent default directories are:

- `C:\Program Files\Novadigm`

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

- `C:\Program Files\Hewlett-Packard\HPCA\Agent`.

  > If you are upgrading to a version 7.*x* HPCA agent from a Radia 4.*x* client, make sure that your Configuration Server supports both.

Importing the Decks

In order to distribute the HPCA agent upgrade as an HPCA service, you must import the HPCA agent installation into the Configuration Server Database.

To import the decks

1 Stop the Configuration Server.

2 Copy the HPCA agent export decks into your Configuration Server `\bin` directory.

3 Open a command prompt.

4 Change the directory to your Configuration Server `\bin` directory, such as:

   `C:\Hewlett-Packard\CM\ConfigurationServer\bin`

   `c:\Novadigm\ConfigurationServer\bin`

5 Type:

```
ZEDMAMS VERB=IMPORT_INSTANCE,FILE=export_deck_name,PREVIEW=NO
```

and press **Enter**.

6   Review the ZEDMAMS.LOG to ensure that there were no errors and that the import completed with RC 0.

7   After the instances have been imported, type:

```
ZEDMAMS VERB=IMPORT_RESOURCE,FILE=export_deck_name,PREVIEW=NO
```

and press **Enter**.

8   Review the ZEDMAMS.LOG to ensure that there were no errors and that the import completed with RC 0.

9   Close the command prompt.

10 Start the Configuration Server and use the Admin CSDB Editor to view the new service in PRIMARY.SOFTWARE.ZSERVICE.

Configuring the HPCA Agent Installation Service

To configure the HPCA agent installation service

1   Use the Edit this Component command from the Admin CSDB Editor to modify the sample Install.ini for your environment.

Refer to the *HPCA Application Manager and Application Self-service Manager Guide* for details on the parameters in Install.ini, and the *HPCA Admin Guide* for instructions on the Edit this Component command.

2   Connect the service to the appropriate users for distribution.

Refer to the *HPCA Application Manager and Application Self-service Manager Guide* for more information.

After the service is distributed to a user and the HPCA agent version upgrade is complete, the service will no longer be available to the user and is automatically removed from the HPCA agent desktop. There is a ZSTOP expression in the HPCA agent upgrade's (ZSERVICE) instance that which evaluates to TRUE after the HPCA agent is upgraded. Once this expression evaluates to TRUE, the temporary service folder and the HPCA agent installation files are removed instance.

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