

# **HP OpenView Service Navigator Value Pack**

## **Service Configuration Upgrade Guide 7.1 to 8.0**

**Software Version: 8.0**

**for the HP-UX, Microsoft Windows, and Sun Solaris operating systems**



**Manufacturing Part Number: none (PDF only)**

**August 2004**

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 HP Passport

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To find more information about access levels, go to the following URL:

[http://support.openview.hp.com/access\\_level.jsp](http://support.openview.hp.com/access_level.jsp)

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<https://passport.hp.com/hpp2/newuser.do>



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# **1 Upgrading Service Configuration**

## What's New

You are upgrading the Service Configuration software from Service Navigator Value Pack version 7.1 to 8.0. The 8.0 version of the software includes the following new features and enhancements:

❑ **View builder** (Service Desk integration only)

The new view builder lets you set up service hierarchy rules that filter Service Desk objects. Service Desk objects that meet the criteria of the filter, are added to the service hierarchy. This allows you to build Service Configuration service hierarchies based on your Service Desk object structure.

❑ **Status simulation**

Anxious to test status propagation and calculation before deploying to Service Navigator? The new simulation mode lets you simulate object status by assigning message severities to objects. Objects in a service hierarchy will be colored so that you can determine at a glance whether status propagation and calculation works correctly.

❑ **Download and upload service hierarchies**

Two new tools, “`cadm_DumpHierarchy`” and “`cadm_LoadHierarchy`”, let you download a service hierarchy to a file and upload it again, even into a different database. These tools are useful for keeping easy-to-manage backup copies of your service hierarchies, or for migrating Service Configuration data from one database to another.

❑ **Stop bothering me!**

Tired of acknowledging information, confirmation, and warning messages in the console? If so, you can now disable each notification by selecting a check box in message dialog boxes.

## ❑ **Enhanced deployment**

Deploying service hierarchies to Service Navigator is now even more comfortable with the following two enhancements:

- *Don't deploy root objects*

Root objects add an administrative layer to service hierarchies that you may not want to expose to your OVO for UNIX operators. This is why root objects are now by default excluded from deployment. This setting can be configured in the Deploy Service Hierarchies dialog box.

- *cadm\_Deploy command-line tool*

The new tool `cadm_Deploy` lets you deploy service hierarchies to Service Navigator from the command line. This enables you to, for example, schedule regular deployments using the scheduling facilities of the operating system.

## ❑ **Improved delete**

Deleting an object in Service Configuration 7.1 sometimes required several acknowledgments. This has been much simplified:

- *Delete from parent object*

The **Delete** menu item is now called **Delete from Parent Object**. The delete action must still be confirmed, but only once.

- *Exclude from service hierarchy*

The **Mark as Deleted** menu item is now called **Exclude from Service Hierarchy**. This applies to discovered and generated objects only. Excluded objects do not contribute to the status of their parent objects and are not deployed.

This change also caused the View menu to change: the **Show Deleted Objects** is now called **Show Excluded Objects**.

❑ **Showing the origin of objects**

How an object was added to a service hierarchy is now easier to see. The origin property of objects is now called **Association to parent object**. The corresponding dialog box now distinguishes between three types of origin: generated (by service hierarchy rules), discovered, and manually added. Objects that are marked as deleted are now excluded from the service hierarchy.

The object origin can also be seen in the console when the **View: Show Origin Badges** menu item is selected.

❑ **Finding objects in a service hierarchy**

Service hierarchies can be very large. The new Find in Service Hierarchy tool lets you quickly locate an object in a service hierarchy.

❑ **Increased quality**

Many problems identified in the 7.1 version of the software have been resolved in the version 8.0.

❑ **OVO for UNIX 8.0**

The 8.0 version of the Service Configuration software is compatible with both OVO for UNIX version 7.1 and 8.0.

❑ **Data collection for HP OpenView Self-Healing Services**

HP OpenView Self-Healing Services provides automated fault detection, real-time data collection, streamlined problem analysis and recommendations, and efficient support case initiation for Service Configuration. Service Configuration now supports Self-Healing Services by collecting application data when a fault occurs. See the *Service Configuration for Service Navigator Installation Guide* for details.

❑ **Service Desk service pack 7**

The 8.0 version of the software is compatible with Service Desk service pack version 7. This service pack is also included on the Service Configuration installation CD-ROMs.

❑ **Windows 2000 with service pack 4**

The 8.0 version of the software can be installed on Windows 2000 computers where service pack 4 is installed.

❑ **Client console on Windows XP**

The 8.0 version of the Service Configuration client console can be installed on Windows XP computers where service pack 1 is installed.

See “Upgrade Restrictions” on page 14 for more information about the limitations of the upgrade.

## Upgrade Restrictions

Before starting the upgrade, make yourself familiar with the following limitations:

❑ **Rollback**

After you have upgraded, you cannot re-install the previous version of Service Configuration unless you have a backup of the database.

❑ **Language customizations**

If you have used the Service Desk administrator console to localize the Service Configuration software into another language, your translations will be lost after the upgrade.

❑ **Evaluation software**

If you are installing Service Configuration after using an evaluation version, you are advised to first remove the evaluation version. To move from the evaluation version to the full version is considered to be a full installation, not an upgrade.

See “Upgrade Overview” on page 15 to get an overview over the high-level steps required to upgrade from version 7.1 to 8.0.

## Upgrade Overview

To upgrade Service Configuration from version 7.1 to version 8.0, complete the following high-level steps in the presented order:

### 1. Before Upgrading Service Configuration

- a. Check the prerequisites of the 8.0 version of the software for new hardware and software requirements.
- b. Back up the database.
- c. Upgrade the database.

See “Before Upgrading Service Configuration” on page 17 for more information.

### 2. Upgrading the OVO Management Server

See “Upgrading the OVO Management Server” on page 18 for more information.

### 3. Upgrading the Application Server

- a. Prepare the application server for the upgrade.
- b. Uninstall the application server.
- c. Re-install the application server, install the Service Desk service pack and the 8.0 Service Configuration modules.
- d. Copy the upgrade hotfix from the CD-ROM to the `server/lib` installation directory.

See “Upgrading the Application Server” on page 22 for more information.

### 4. Upgrading the Database

- a. Use the Database Configuration Wizard to upgrade the database.
- b. Use the Database Configuration Wizard to upgrade the Service Configuration modules.

See “Upgrading the Database” on page 51 for more information.

## 5. **Configuring the Application Server**

See “Configuring the Application Server” on page 69 for more information about making sure the upgraded application server can connect to the upgraded database.

## 6. **Upgrading the Service Configuration Client**

- a. Uninstall the client and delete the cache.
- b. Install the 8.0 Service Configuration client.

See “Upgrading the Service Configuration Client” on page 75 for more information.

## 7. **Post-upgrade Steps**

- a. Configure the Service Configuration connector.
- b. Activate Service Configuration.

See “Post-upgrade Steps” on page 87 for more information.

## 8. **Upgrading Service Configuration on Service Desk**

- a. Update the Service Desk client with the Service Desk service pack.
- b. Update the Service Pages web server:
  1. Uninstall Service Pages.
  2. Re-install Service Pages.
  3. Install the Service Desk service pack.
  4. Install Service Configuration integration with Service Pages.

See “Upgrading Service Configuration on Service Desk” on page 94 for more information.



## Before Upgrading Service Configuration

Before you upgrade from version 7.1 to 8.0, perform the following steps:

### 1. Check the prerequisites.

Check the prerequisites of the 8.0 version of the software for new hardware and software requirements.

For information about hardware and software requirements, download the latest version of the *Supported Platforms* document at [http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/) by selecting the product **operations for UNIX**, version **8.x**.

If the hardware or operating system requirements have changed, upgrade the computers in your environment as required.

### 2. Back up the database.

Make a backup of the database using whatever third-party application you normally use. After upgrading you cannot re-install the previous version of Service Configuration unless you have a backup of the database.

### 3. Upgrade the database.

Service Configuration version 7.1 supports both Oracle version 8.1.7 and Oracle 9.2, but Service Configuration version 8.0 supports only Oracle 9.2. If you are running version 7.1 with Oracle 8.1.7, you must upgrade your database to version 9.2 as described in the Oracle documentation.

### 4. Continue with “Upgrading the OVO Management Server” on page 18.

## Upgrading the OVO Management Server

Upgrading the OVO management server includes the following tasks:

❑ **Upgrade the OVO software to version 8.0**

Service Configuration version 8.0 runs both with OVO 7.1 and with OVO 8.0. If you want to take advantage of the new features of OVO 8.0, upgrade to this version of the software following the instructions provided in the OVO documentation.

❑ **Update the Service Configuration connector**

This step is required for upgrading Service Configuration version 7.1 to version 8.0. It involves upgrading the Service Configuration connector on the OVO management server to Service Configuration version 8.0.

See “Updating the Service Configuration Connector” on page 19.

## Updating the Service Configuration Connector

Updating the Service Configuration connector includes uninstalling the 7.1 version of the connector and installing the 8.0 version:

❑ **HP-UX**

See “Updating the Service Configuration Connector on HP-UX” on page 20.

❑ **Sun Solaris**

See “Updating the Service Configuration Connector on Sun Solaris” on page 21.

## Updating the Service Configuration Connector on HP-UX

1. Make a backup copy of the `user_settings.xml` file.

```
cp /opt/OV/sd/common/user_settings.xml \  
/tmp/user_settings.xml
```

The `user_settings.xml` file will be overwritten by the installation even if it contains personal settings.

2. **Uninstall the 7.1 version of the connector.**

- a. Stop the seadapter process:

```
ovstop seadapter
```

- b. Use `swremove` to uninstall the software:

```
swremove cadmovoserver
```

- c. Delete all remaining files:

```
rm -rf /opt/OV/sd/common/
```

3. **Install the 8.0 version of the connector.**

- a. Mount the HP-UX CD-ROM.

- b. Use `swinstall` to install the software:

```
swinstall -s /<mountpoint>/ovo/  
cadm_common-8.0.depot cadmovoserver
```

- c. Check the `/var/adm/sw/swagent.log` installation log file for errors.

4. **Continue with upgrading the application server.**

Upgrading the application server is described in “Upgrading the Application Server” on page 22. After you have upgraded the application server, configure the updated connector as described in “Post-upgrade Steps” on page 87.

## Updating the Service Configuration Connector on Sun Solaris

### 1. Make a backup copy of the `user_settings.xml` file.

```
cp /opt/OV/sd/common/user_settings.xml \  
/tmp/user_settings.xml
```

The `user_settings.xml` file will be overwritten by the installation even if it contains personal settings.

### 2. Uninstall the 7.1 version of the connector.

- a. Stop the seadapter process:

```
ovstop seadapter
```

- b. Use `pkgrm` to uninstall the software:

```
pkgrm cadm_common-7.1.pkg
```

- c. Delete all remaining files:

```
rm -rf /opt/OV/sd/common/
```

### 3. Install the 8.0 version of the connector.

- a. Mount the Sun Solaris CD-ROM.
- b. Use `pkgadd` to install the software:

Example:

```
pkgadd -d /<mountpoint>/ovo/cadm_common-8.0.pkg
```

### 4. Continue with upgrading the application server.

Upgrading the application server is described in “Upgrading the Application Server” on page 22. After you have upgraded the application server, configure the updated connector as described in “Post-upgrade Steps” on page 87.

## Upgrading the Application Server

This section describes how to upgrade the application server software from version 7.1 to version 8.0 on the Windows, HP-UX, and Sun Solaris platforms:

- ❑ **Windows**  
See “Upgrading the Application Server on Windows” on page 23.
- ❑ **HP-UX**  
See “Upgrading the Application Server on HP-UX” on page 43.
- ❑ **Sun Solaris**  
See “Upgrading the Application Server on Sun Solaris” on page 47.

## Upgrading the Application Server on Windows

Upgrading the application server on Windows includes the following tasks:

- 1. Uninstall the application server.**

See “Uninstalling the Application Server on Windows” on page 23.

- 2. Re-install the application server.**

See “Re-installing the Application Server on Windows” on page 25.

- 3. Install the upgrade hotfix on the application server.**

See “Installing the Upgrade Hotfix on Windows” on page 42.

## Uninstalling the Application Server on Windows

Use the following procedure to uninstall the application server on Windows:

- 1. Before uninstalling the application server.**

- a. Stop the application server.

To stop the server from the command line, use `stopserver.bat` in the `server\bin` folder.

- b. Make a backup copy of the `server_settings.xml` file:

```
C:\Program Files\Hewlett-Packard\OpenView\service  
desk 4.5\server\server_settings.xml
```

The `server_settings.xml` file will be overwritten by the new installation even if it contains personal settings.

- c. Because the application server upgrade requires the uninstallation and re-installation of the application server, any existing hotfixes will be lost after the application server upgrade.

Service Configuration itself requires a special hotfix for the database upgrade. If any hotfixes are already installed in your current installation, ask HP Support to assist you with the Service Configuration upgrade.

See also “Installing the Upgrade Hotfix on Windows” on page 42 for more information about installing the upgrade hotfix.

**2. Uninstall the application server.**

- a. Use the **Add/Remove Programs** functionality of the Windows Control Panel to remove the application server. The application server software is registered under the name  
hp OpenView service desk 4.5 application server.

- b. Remove all remaining files by removing the following directory:

C:\Program Files\Hewlett-Packard\OpenView\service  
desk 4.5\server

**3. Continue with re-installing the application server.**

See “Re-installing the Application Server on Windows” on page 25.

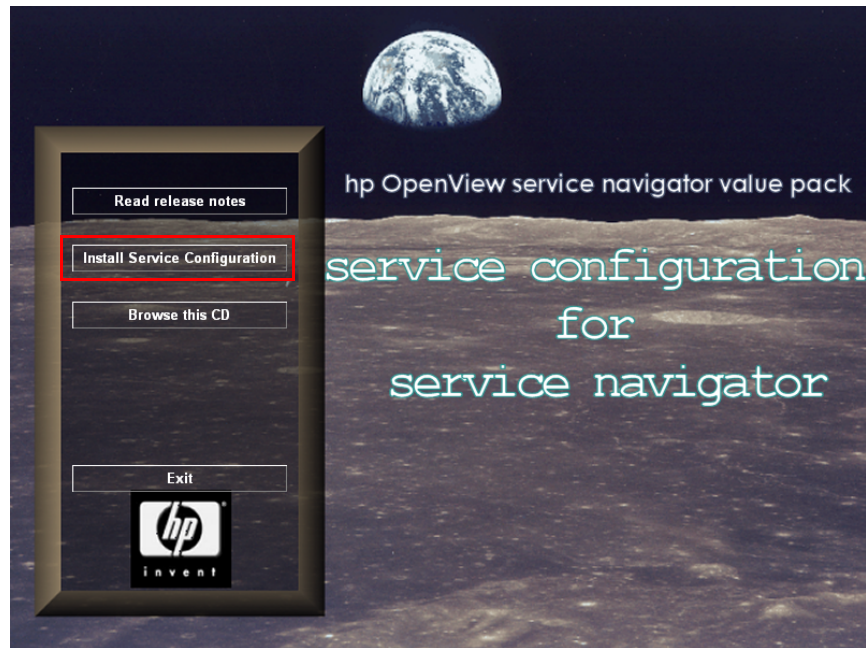


## Re-installing the Application Server on Windows

Use the following procedure to re-install the application server, to update it with the Service Desk service pack, and to re-install the Service Configuration modules:

1. Insert the HP OpenView Service Configuration for Service Navigator CD-ROM into your CD-ROM drive. The start screen appears. If you do not see the Start screen, double-click `setup.exe` in the root of the CD-ROM drive. When the Start screen appears, click **Install Service Configuration**.

**Figure 1-1** Service Configuration Installation Start Screen



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### NOTE

If you cannot get the installation program running by double-clicking `setup.exe`, you can try the following procedure: click the CD-ROM drive, open a DOS dialog box, browse to the folder containing the application server installation startup program and run `setup.exe`.

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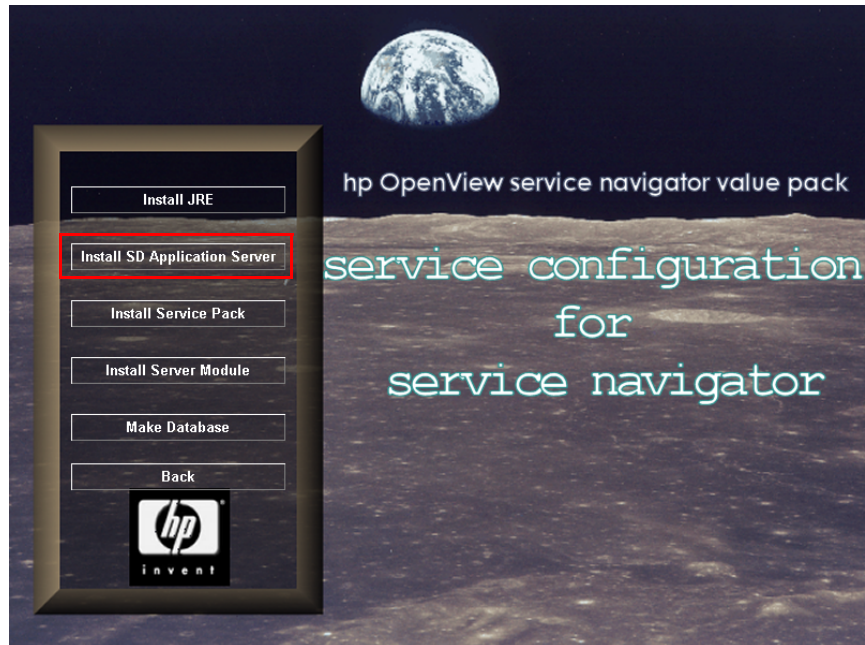
2. In the following screen click **Server Menu**.

**Figure 1-2** Service Configuration Installation Menu Screen



3. In the Server installation menu screen, click the **Install SD Application Server** button to start the server installation.

**Figure 1-3** Server Installation Menu Screen



---

**NOTE**

The Service Desk application server requires Java Runtime Environment (JRE) 1.3 to be installed on the server system. If you have an earlier version, install JRE 1.3 using the **Install JRE** button on this screen before attempting to run the server.

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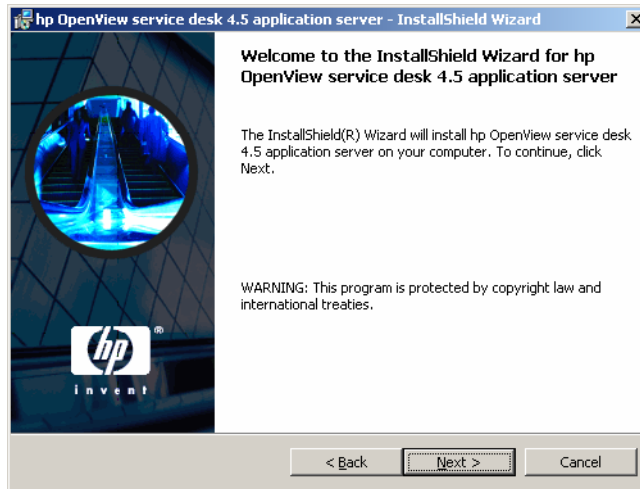
4. The Service Desk 4.5 installation screen is displayed while the installation setup files are downloaded from the CD-ROM. The installation process can be aborted by clicking the **Cancel** button, otherwise the next screen is displayed when the download is complete.

**Figure 1-4** Service Desk 4.5 Installation Screen



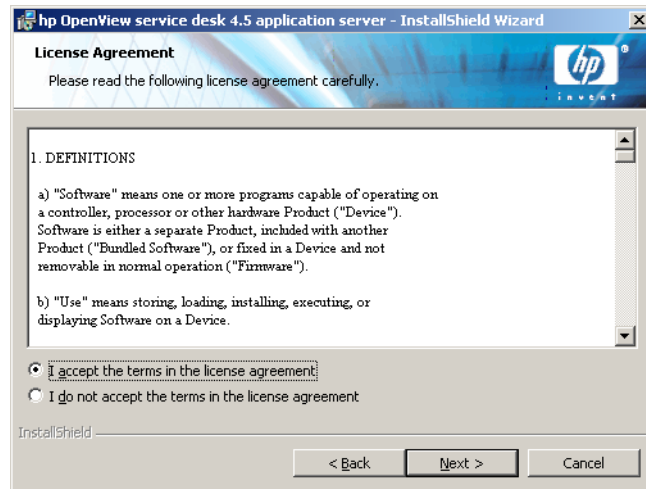
5. After the setup files are downloaded, the Welcome screen for the Server InstallShield Wizard appears. Click **Next** to continue, or **Cancel** to abort the installation.

**Figure 1-5** Server Installation Welcome Dialog Box



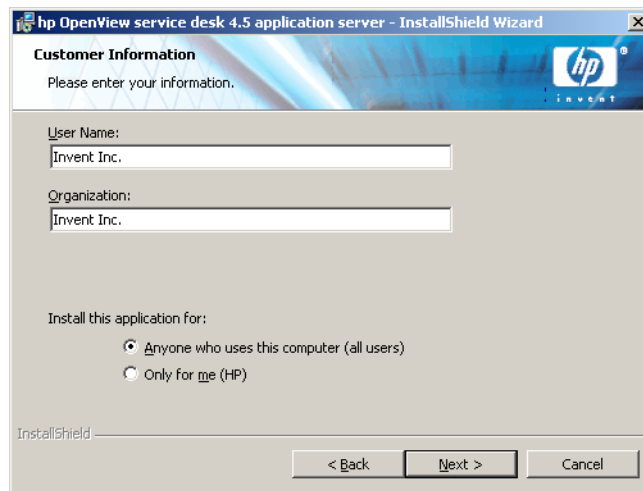
6. If you clicked **Next**, the License Agreement dialog box appears. To proceed, you must select **I accept the terms in the license agreement** and then click **Next**. By doing so, you agree to all license terms, so please read the agreement carefully.

**Figure 1-6** License Agreement Dialog Box



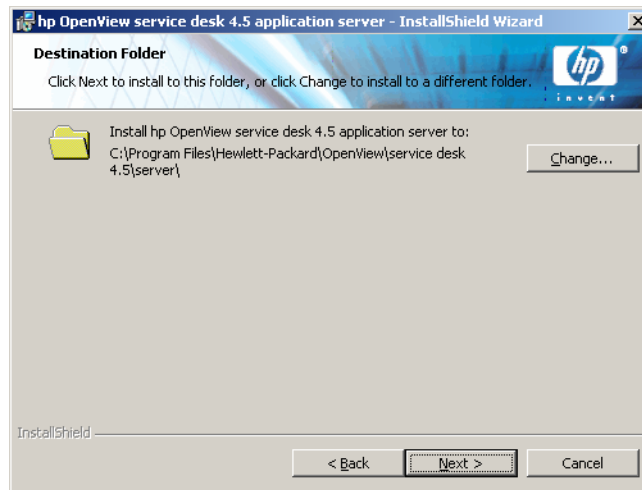
7. The Customer information dialog box is displayed. By default, Service Desk takes the details from the system's profile. If these details are incorrect, enter the correct data. Select either the **Anyone who uses this computer (all users)** or **Only for me (user name)** options. If you choose the all users option, any user who logs onto the system where the server is installed will see the Service Desk shortcuts in the start menu, but if you choose the Only for me option only the user named in the **User Name** field will see the shortcuts. Click **Next** to continue.

**Figure 1-7** Customer Information Dialog Box



8. The Destination Folder dialog box is displayed. Here you must enter the folder where the Service Desk server software will be placed. If you do not want the software to be placed in the default folder shown, you must click **Change** to enter another installation folder. Click **Next** to continue the installation.

**Figure 1-8 Destination Folder Dialog Box**



9. If the folder did not already exist, a Confirm dialog box appears asking if you want to create it now. Select **Next** to continue or **Back** to go to the previous screen and change the destination folder.

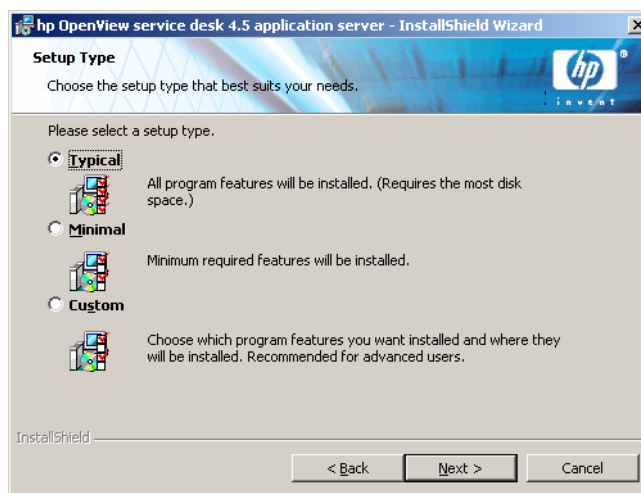


10. The Setup Type dialog box is displayed. Select **Typical**, **Minimal**, or **Custom** setup:

- Selecting **Typical** will install both the application server and the database wizard.
- Selecting **Minimal** will install only the server. This is useful for installing multiple application servers when you need the database wizard only on one server. Also, if you have already set up your database, you may decide not to install the database wizard.
- Selecting **Custom** will allow you to install Service Desk data exchange and migration tools.

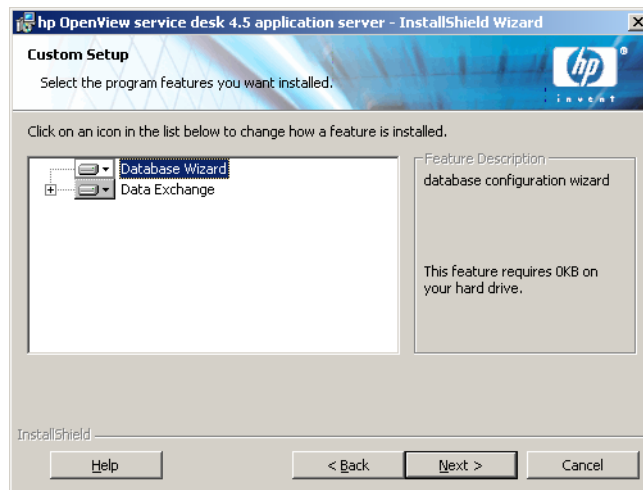
Click **Next** to continue the installation.

**Figure 1-9** Setup Type Dialog Box



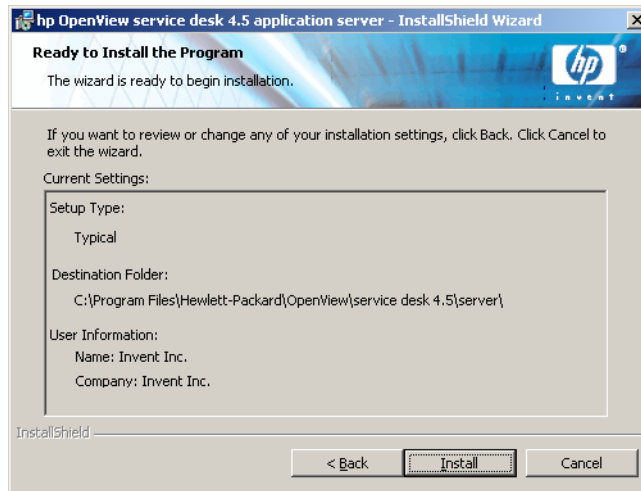
11. If you selected **Custom** in the Setup Type dialog box, the Custom Setup dialog box is displayed. To install the migration feature, select **Migration** from the list. Click **Next** to continue the installation.

**Figure 1-10 Custom Setup Dialog Box**



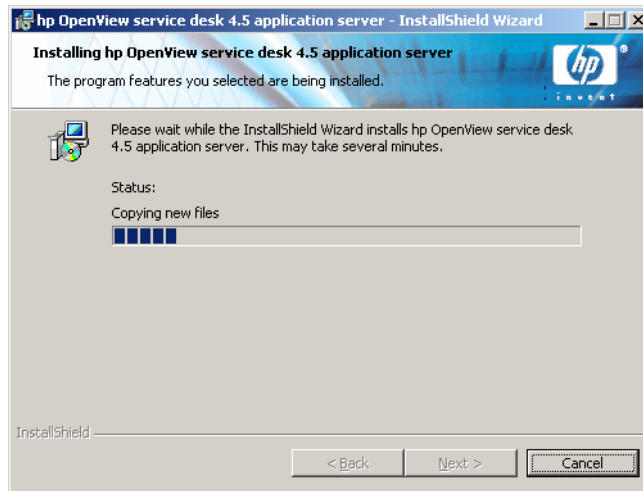
12. The Server Ready to Install dialog box shows the items that will be installed. Select **Install Now** to continue, or **Back** to return to the previous dialog boxes and make changes.

**Figure 1-11** Server Ready to Install Dialog Box



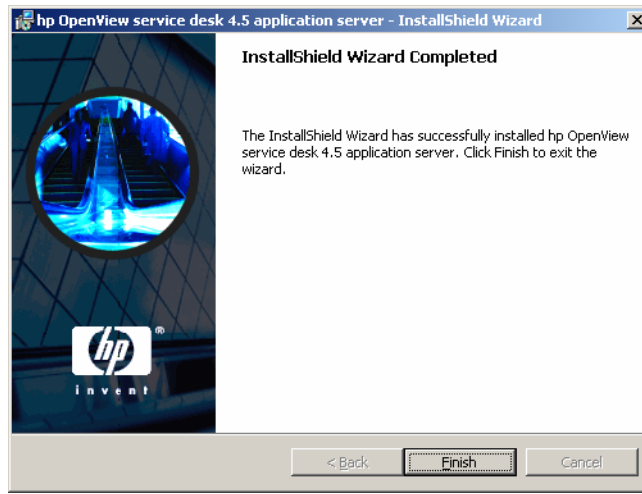
13. The Installing hp OpenView Service Desk 4.5 application server dialog box is displayed. A progress bar reflects the progress of the installation. Click **Next** when the installation is complete.

**Figure 1-12** Installing Application Server Dialog Box



14. When all files are installed, the Completed screen appears. Click **Finish** to leave the installation program.

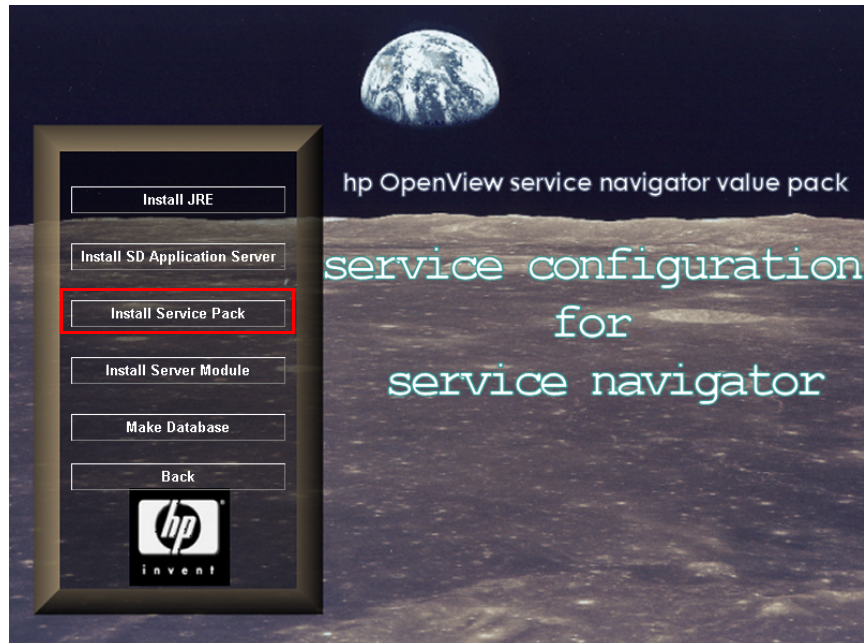
**Figure 1-13** InstallShield Wizard Completed Dialog Box



15. Install the Service Desk service pack on the application server.

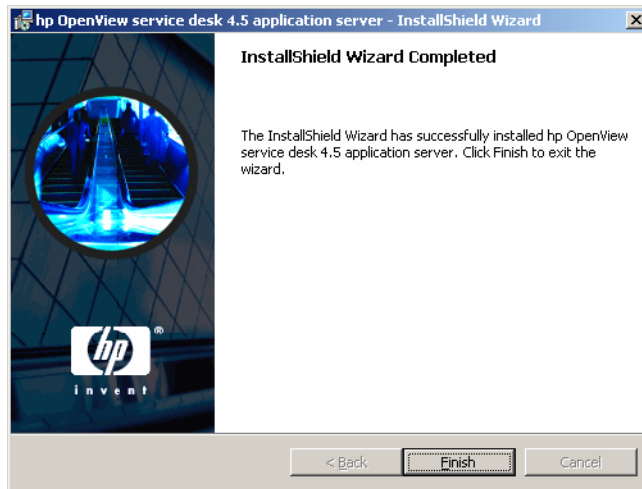
In the Server installation menu screen, click the **Install Service Pack** button to start the service pack installation.

**Figure 1-14** Server Installation Menu Screen



16. A dialog box with a progress bar appears, showing the progress of the service pack installation. When all files are installed, the Completed screen appears. Click **Finish** to leave the installation program.

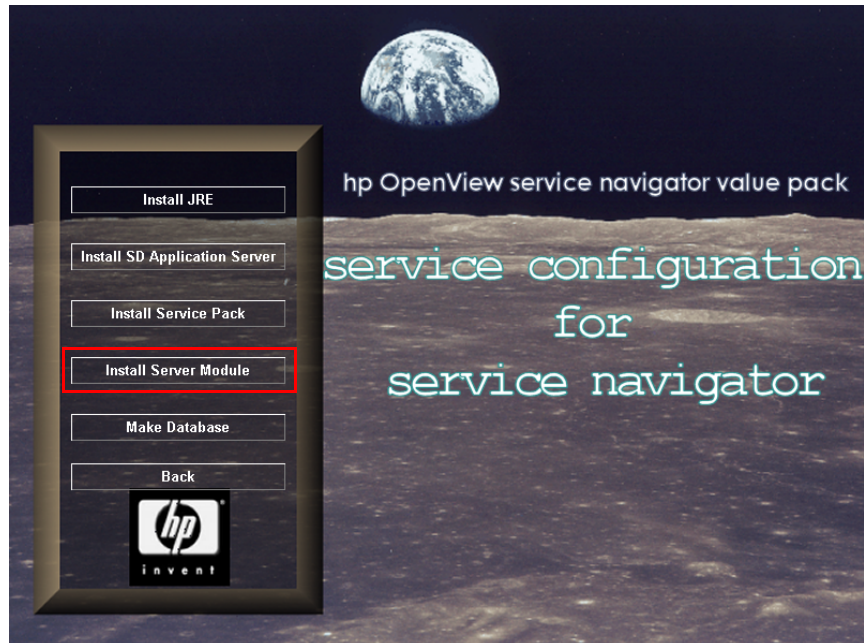
**Figure 1-15** InstallShield Wizard Completed Dialog Box



17. Install the Service Configuration modules on the application server.

In the Server installation menu screen, click the **Install Server Module** button to start the installation of the modules.

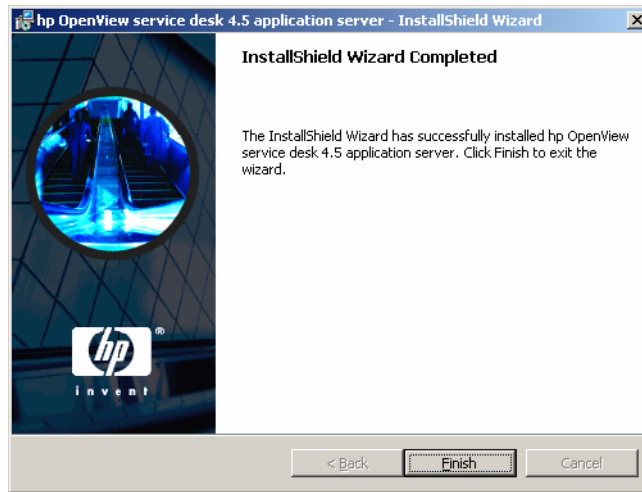
**Figure 1-16** Server Installation Menu Screen





18. A dialog box with a progress bar appears, showing the progress of the module installation. When all files are installed, the Completed screen appears. Click **Finish** to leave the installation program.

**Figure 1-17** InstallShield Wizard Completed Dialog Box



19. Continue with “Installing the Upgrade Hotfix on Windows” on page 42.

### Installing the Upgrade Hotfix on Windows

Service Configuration requires a hotfix for the database upgrade to work successfully. This hotfix must be installed after the application server has been upgraded but before the Database Configuration Wizard is started.

1. Make sure the application server processes are stopped.
2. Copy the upgrade hotfix file from the installation CD-ROM to the application server\lib directory:

The hotfix file is located in the following directory on the installation CD-ROM:

```
hotfix_NSMbb70517/hotfix.jar
```

Copy the file hotfix.jar to the following directory on the application server system:

```
C:\Program Files\Hewlett-Packard\OpenView\service desk  
4.5\server\lib
```

3. Continue with “Upgrading the Database” on page 51.

## Upgrading the Application Server on HP-UX

Upgrading the application server on HP-UX includes the following tasks:

1. **Uninstall the application server.**

See “Uninstalling the Application Server on HP-UX” on page 43.

2. **Re-install the application server.**

See “Re-installing the Application Server on HP-UX” on page 45.

3. **Install the upgrade hotfix on the application server.**

See “Installing the Upgrade Hotfix on HP-UX” on page 46.

## Uninstalling the Application Server on HP-UX

Use the following procedure to uninstall the application server on HP-UX:

1. **Before uninstalling the application server.**

- a. Stop the application server:

```
/sbin/init.d/hpovsdserver stop
```

- b. Make a backup copy of the `server_settings.xml` file:

```
cp /opt/OV/SD/server/server_settings.xml \  
/tmp/server_settings.xml
```

The `server_settings.xml` file will be overwritten by the new installation even if it contains personal settings.

- c. Because the application server upgrade requires the uninstallation and re-installation of the application server, any existing hotfixes will be lost after the application server upgrade.

Service Configuration itself requires a special hotfix for the database upgrade. If any hotfixes are already installed in your current installation, ask HP Support to assist you with the Service Configuration upgrade.

See also “Installing the Upgrade Hotfix on HP-UX” on page 46 for more information about installing the upgrade hotfix.

**2. Uninstall the application server.**

- a. Use swremove to remove the following software:

```
swremove sdserver
```

- b. Remove all remaining files by removing the following directory:

```
rm -rf /opt/OV/sd/server
```

**3. Continue with re-installing the application server.**

See “Re-installing the Application Server on HP-UX” on page 45.

## Re-installing the Application Server on HP-UX

Use the following procedure to re-install the application server, to update it with the Service Desk service pack, and to install the 8.0 Service Configuration modules:

1. Mount the HP-UX CD-ROM.

2. Use `swinstall` to install the application server:

```
swinstall -s /<mountpoint>/server/\
sdserver-4.5.depot sdserver
```

3. Check that the Java variable in the `/sbin/init.d/hpovsdserver` script is correct. If you do not have Java in the default location `/opt/java1.3/bin/java` then you must edit `hpovsdserver`.

4. Set `:/opt/java1.3/bin` in the `PATH`.

5. Verify that your `DISPLAY` setting was correctly exported.

6. Use `swinstall` to install the service pack:

```
swinstall -s /<mountpoint>/servicepack/server/\
sdserver-4.5-sp.depot sdserver
```

7. Use `swinstall` to install the 8.0 Service Configuration modules:

```
swinstall -s /<mountpoint>/server/\
cadm_server-8.0.depot sdserver
```

8. Check the `/var/adm/sw/swagent.log` installation log file for errors.

9. Continue with “Installing the Upgrade Hotfix on HP-UX” on page 46.

### Installing the Upgrade Hotfix on HP-UX

Service Configuration requires a hotfix for the database upgrade to work successfully. This hotfix must be installed after the application server has been upgraded but before the Database Configuration Wizard is started.

1. Make sure the application server processes are stopped.
2. Copy the upgrade hotfix file from the installation CD-ROM to the `application server/lib` directory:

The hotfix file is located in the following directory on the installation CD-ROM:

```
hotfix_NSMbb70517/hotfix.jar
```

Copy the file `hotfix.jar` to the following directory on the application server system:

```
/opt/OV/sd/server/lib
```

3. Continue with “Upgrading the Database” on page 51.

## Upgrading the Application Server on Sun Solaris

Upgrading the application server on Sun Solaris includes the following tasks:

- 1. Uninstall the application server.**

See “Uninstalling the Application Server on Sun Solaris” on page 47.

- 2. Re-install the application server.**

See “Re-installing the Application Server on Sun Solaris” on page 49.

- 3. Install the upgrade hotfix on the application server.**

See “Installing the Upgrade Hotfix on Sun Solaris” on page 50.

### Uninstalling the Application Server on Sun Solaris

Use the following procedure to uninstall the application server on Sun Solaris:

- 1. Before uninstalling the application server.**

- a. Stop the application server:

```
/etc/init.d/hpovsdserver stop
```

- b. Make a backup copy of the `server_settings.xml` file:

```
cp /opt/OV/SD/server/server_settings.xml \  
/tmp/server_settings.xml
```

The `server_settings.xml` file will be overwritten by the new installation even if it contains personal settings.

- c. Because the application server upgrade requires the uninstallation and re-installation of the application server, any existing hotfixes will be lost after the application server upgrade.

Service Configuration itself requires a special hotfix for the database upgrade. If any hotfixes are already installed in your current installation, ask HP Support to assist you with the Service Configuration upgrade.

See also “Installing the Upgrade Hotfix on Sun Solaris” on page 50 for more information about installing the upgrade hotfix.

**2. Uninstall the application server.**

- a. Use swremove to remove the following software:

```
pkgrm cadm_server-7.1.pkg
```

- b. Remove all remaining files by removing the following directory:

```
rm -rf /opt/OV/sd/server
```

**3. Continue with re-installing the application server.**

See “Re-installing the Application Server on Sun Solaris” on page 49.



## Re-installing the Application Server on Sun Solaris

Use the following procedure to re-install the application server, to update it with the Service Desk service pack, and to install the 8.0 Service Configuration modules:

1. Mount the Sun Solaris CD-ROM.
2. Use `pkgadd` to install the server:

Example:

```
pkgadd -d /<mountpoint>/server/sdserver-4.5.pkg
```

3. Check that the correct version of Java will be used by the application server. The Java default location is `/usr/java/bin/java`. If you do not have Java in this default location, do one of the following:
  - Edit the script `/etc/init.d/hpovsdserver` and make sure that the `JAVA` variable points to your Java installation directory.
  - Create a symbolic link.

If there is a Java entry in the `/usr` directory, remove or rename it first. Then create a symbolic link for the JRE or the SDK, depending on what you are using:

```
JRE: ln -s /usr/j2re1_3_1_03 /usr/java
```

```
SDK: ln -s /usr/j2sdk1_3_1_03 /usr/java
```

4. Verify that your `DISPLAY` setting was correctly exported.
5. Use `pkgadd` to install the service pack:

Example:

```
pkgadd -d /<mountpoint>/servicepack/server/\  
sdserver-4.5-sp.pkg
```

6. Use `pkgadd` to install the 8.0 Service Configuration modules:

Example:

```
pkgadd -d /<mountpoint>/server/cadm_server-8.0.pkg
```

7. Continue with “Installing the Upgrade Hotfix on Sun Solaris” on page 50.

### Installing the Upgrade Hotfix on Sun Solaris

Service Configuration requires a hotfix for the database upgrade to work successfully. This hotfix must be installed after the application server has been upgraded but before the Database Configuration Wizard is started.

1. Make sure the application server processes are stopped.
2. Copy the upgrade hotfix file from the installation CD-ROM to the application server/lib directory:

The hotfix file is located in the following directory on the installation CD-ROM:

```
hotfix_NSMbb70517/hotfix.jar
```

Copy the file hotfix.jar to the following directory on the application server system:

```
/opt/OV/sd/server/lib
```

3. Continue with “Upgrading the Database” on page 51.

## Upgrading the Database

Use the Database Configuration Wizard on the application server to perform the following tasks. It is important to select the database wizard options in the order presented below:

1. **Upgrade the Service Desk database.**

Use the **Upgrade Existing Database** option in the wizard. This upgrades the Service Desk database to match the version of the installed service pack.

2. **Upgrade the Service Configuration business logic module.**

Use the **Upgrade Modules** option in the wizard. This upgrades the Service Configuration business logic module to version 8.0.

3. **Load the remaining Service Configuration modules.**

Use the **Load Modules** option in the wizard. This loads the Service Configuration user interface and example data modules into the upgraded database.

## To Upgrade the Database

1. **Back up the database.**

Make a backup of the database using whatever third-party application you normally use. After upgrading you cannot re-install the previous version of Service Configuration unless you have a backup of the database.

2. **Make sure the application server has been upgraded.**

Upgrading the application server is described in “Upgrading the Application Server” on page 22.

3. **Make sure hotfix is installed.**

#### 4. Start the Database Configuration Wizard.

- *Windows*

To start the Database Configuration Wizard on a Windows platform:

- a. From the **Start** button select **Programs: hp OpenView service desk 4.5**.
- b. Select **application server: run the database configuration wizard**.

The Database Configuration Wizard starts.

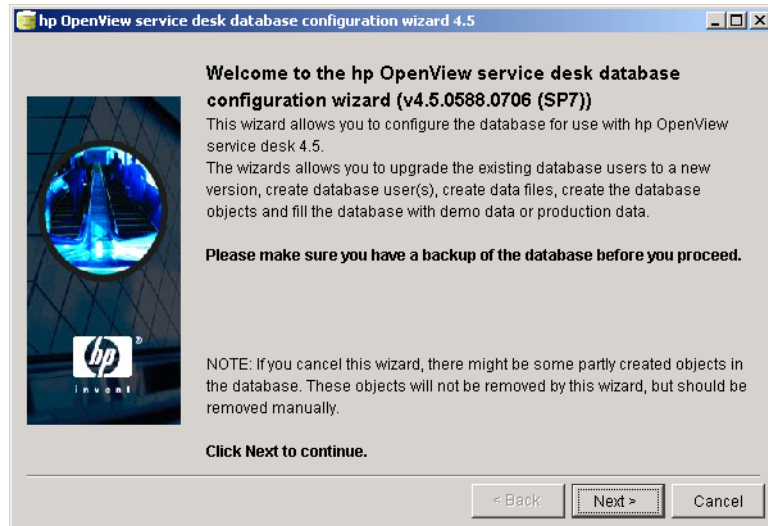
- *HP-UX and Sun Solaris*

To start the Database Configuration Wizard on a UNIX platform, navigate to the `/<installed dir>/server/bin` directory and run `sd_dbconfwizard`.

Although there may be some minor differences in look and feel, the database configuration wizard is the same in Windows, HP-UX, and Sun Solaris environments.

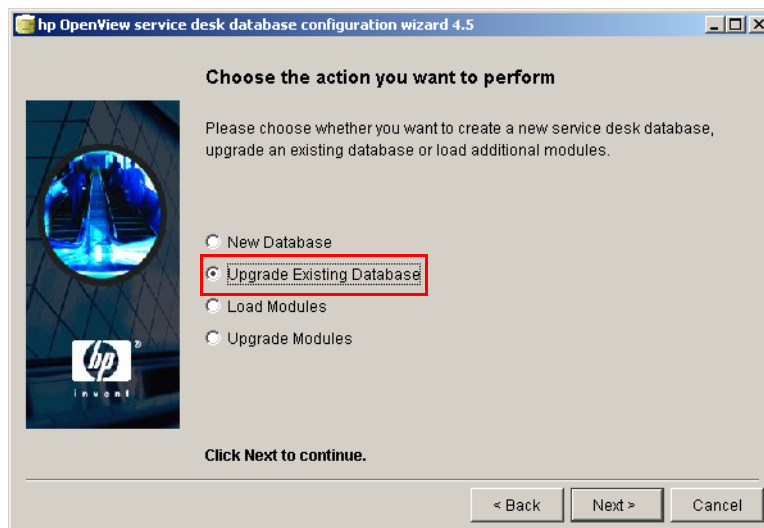
5. The Database Configuration Wizard Welcome dialog box is displayed. Click **Next** to continue.

**Figure 1-18 Database Configuration Wizard**



6. The following dialog box appears. Select the **Upgrade Existing Database** option and click **Next** to continue.

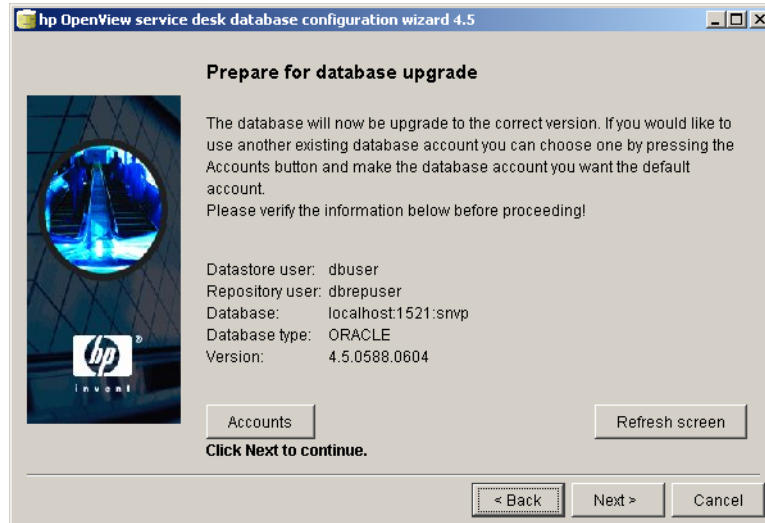
**Figure 1-19 Choose Action Dialog Box**



7. The Prepare for Database Upgrade dialog box is shown with details of the current default database displayed. Click **Next** to continue.

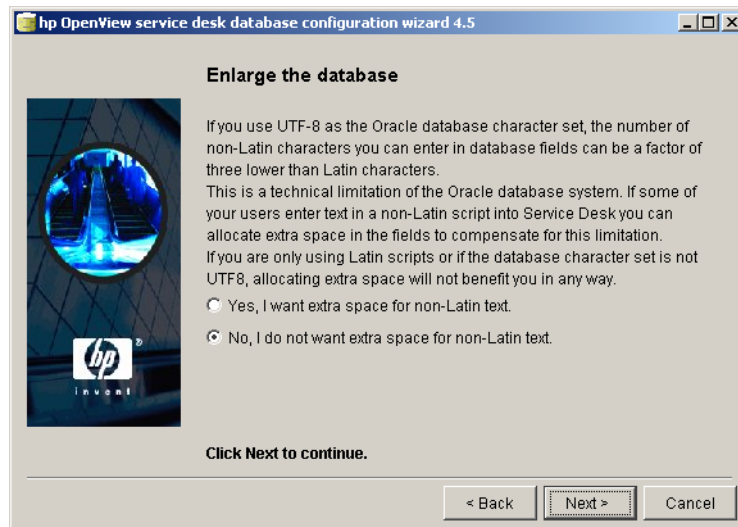
If the details of a database other than the one you want to upgrade are displayed, click the **Accounts** button. When the Configuration Editor is displayed, click the **Database Accounts** tab and select the database account you want to upgrade. Click **Set as default** (do not restart the service if asked). Click **OK** to return to the Database Configuration Wizard. Click **Refresh screen** to display the correct details. The details of the new default database are shown. Click **Next** to continue the upgrade.

**Figure 1-20** Prepare for Database Upgrade Dialog Box



8. If you use UTF-8 as the character set of the Oracle database, non-Latin characters use three times more space in the database than the Latin character. To compensate for this, the database fields can be extended. There is an absolute limit of 1333 characters. To extend the fields select **Yes, I want extra space for non-latin text**. Click **Next** to continue.

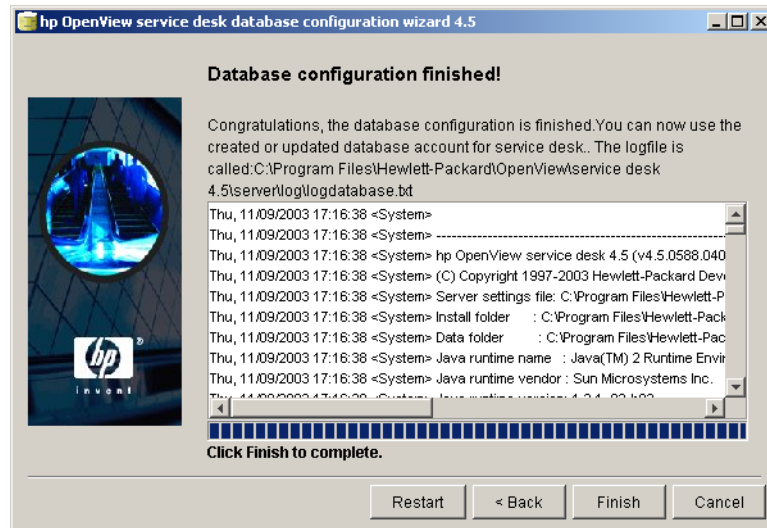
**Figure 1-21 Enlarge the Database Dialog Box**





9. A popup dialog box is displayed asking you to confirm whether you want to continue with the upgrade. Click **Yes**. The upgrade process is started, and tracked by progress bars. When the upgrade is complete, the following dialog box is displayed. Click **Finish** to continue.

**Figure 1-22 Upgrade Finished Dialog Box**



10. Start the database configuration wizard again as described in step 4 on page 52.

---

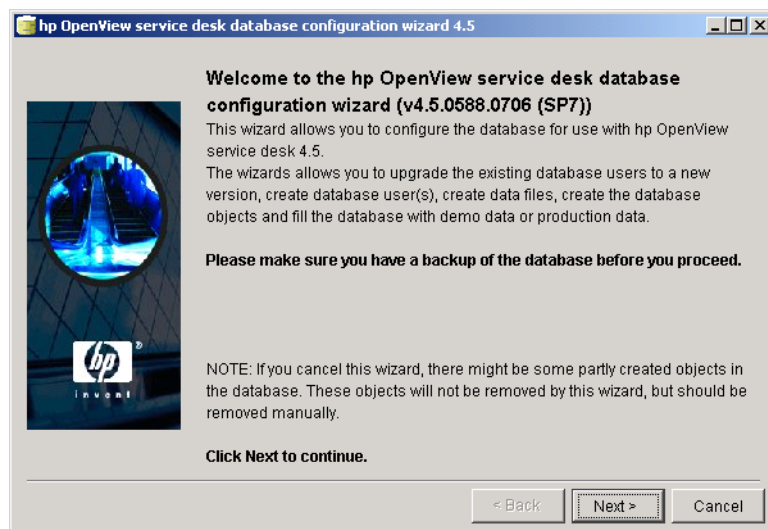
**CAUTION**

---

Do not use the Restart button to restart the database configuration wizard.

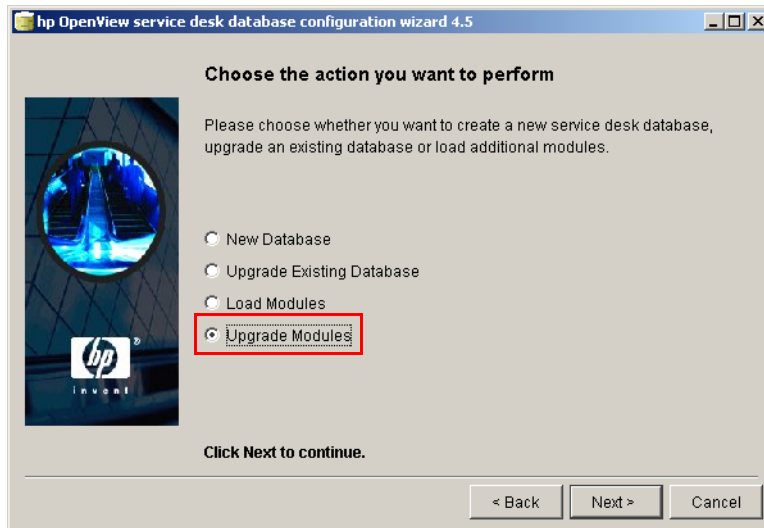
11. The Database Configuration Wizard Welcome dialog box is displayed. Click **Next** to continue.

**Figure 1-23 Database Configuration Wizard**



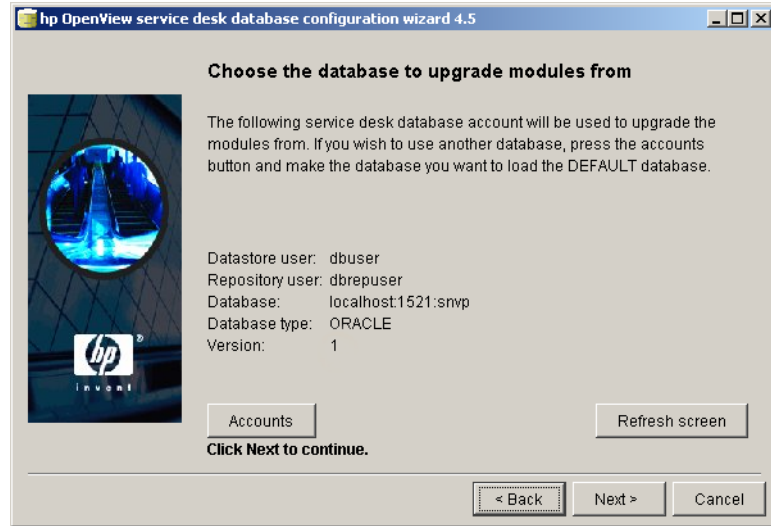
12. The following dialog box appears. Choose **Upgrade Modules** to upgrade the Service Configuration business logic module to version 8.0. Click **Next** to continue.

**Figure 1-24** Choose Action Dialog Box



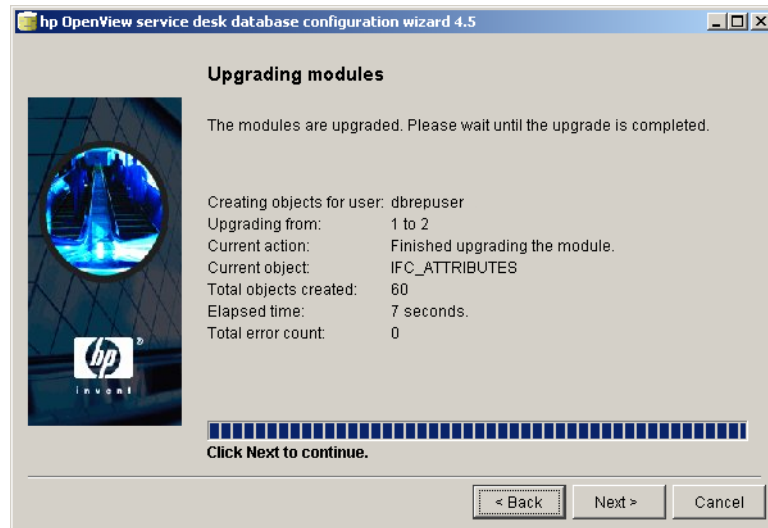
13. The following dialog box lists the database settings that are used when upgrading the Service Configuration modules. When you click **Next**, the modules are upgraded based on these settings.

**Figure 1-25 Choose Database Dialog Box**



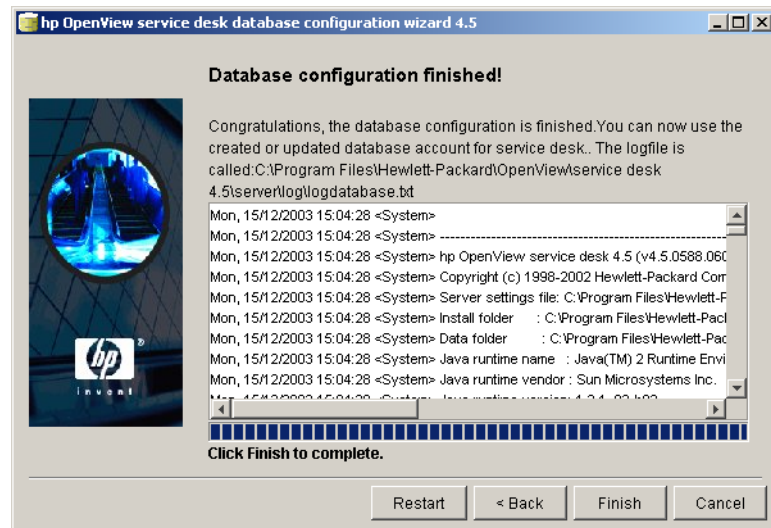
14. A popup dialog box appears with the question Do you want to upgrade the module? Click **Yes**. A dialog box tells you that the modules are being upgraded now. When this is complete, click **OK**, then click **Next** after reviewing the Upgrading Modules dialog box.

**Figure 1-26** Upgrading Modules Dialog Box



15. The Database Configuration Finished dialog box appears. Review the information in this dialog box to make sure that no errors occurred. Then click **Finish** to exit the database configuration wizard.

**Figure 1-27 Upgrade Finished Dialog Box**



16. Start the database configuration wizard again as described in step 4 on page 52.

---

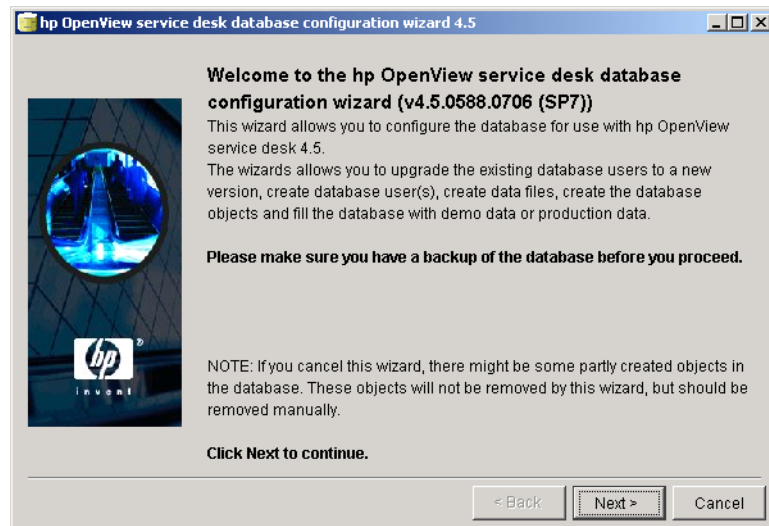
**CAUTION**

---

Do not use the Restart button to restart the database configuration wizard.

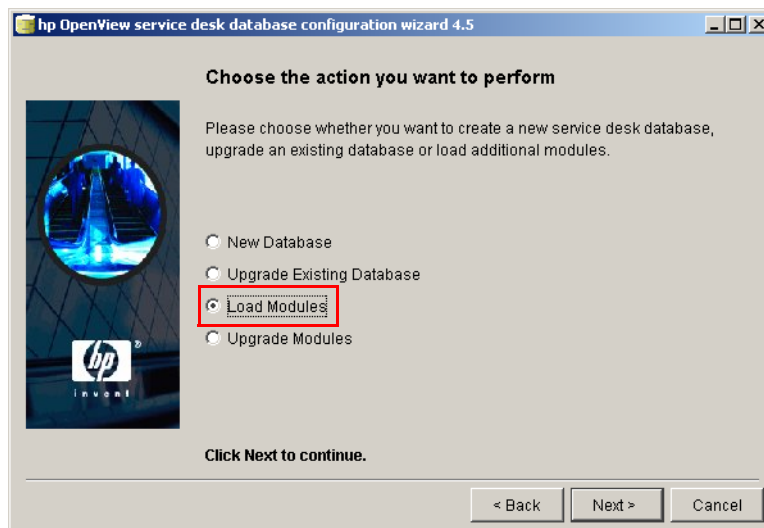
17. The Database Configuration Wizard Welcome dialog box is displayed. Click **Next** to continue.

**Figure 1-28 Database Configuration Wizard**



18. The following dialog box appears. Choose **Load Modules** to load the 8.0 Service Configuration modules. Click **Next** to continue.

**Figure 1-29** Choose Action Dialog Box





19. The Choose Modules dialog box is displayed. Select the appropriate options:

- **Service Editor Business Logic**

This option must be *cleared*. The Service Configuration business logic has already been uploaded in Step 12.

---

**CAUTION**

---

It is of utmost importance that the **Service Editor Business Logic** option is not selected, otherwise the upgrade will fail.

- **Service Editor User Interface**

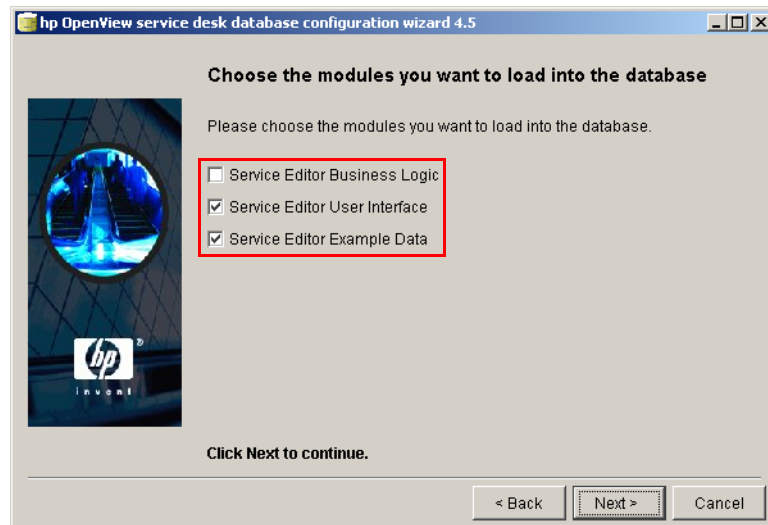
This option must be *selected*.

- **Service Editor Example Data**

Select this option if the 7.1 version of the demonstration data is installed.

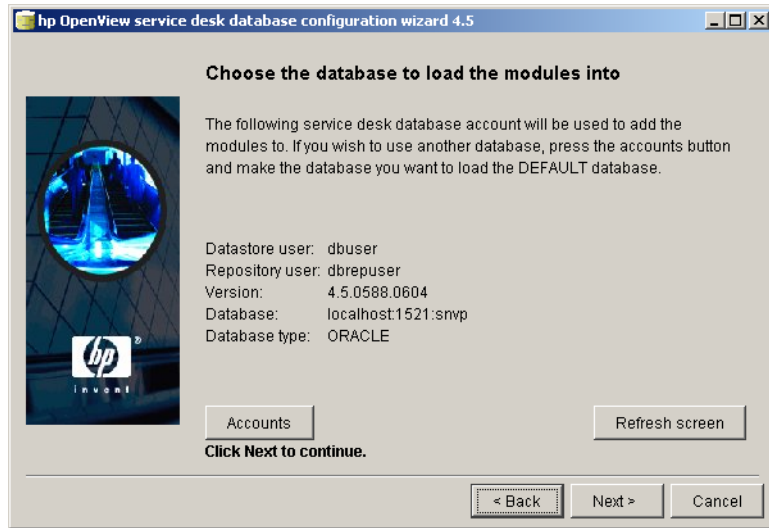
Click **Next**.

**Figure 1-30** Upload Service Configuration Modules Dialog Box



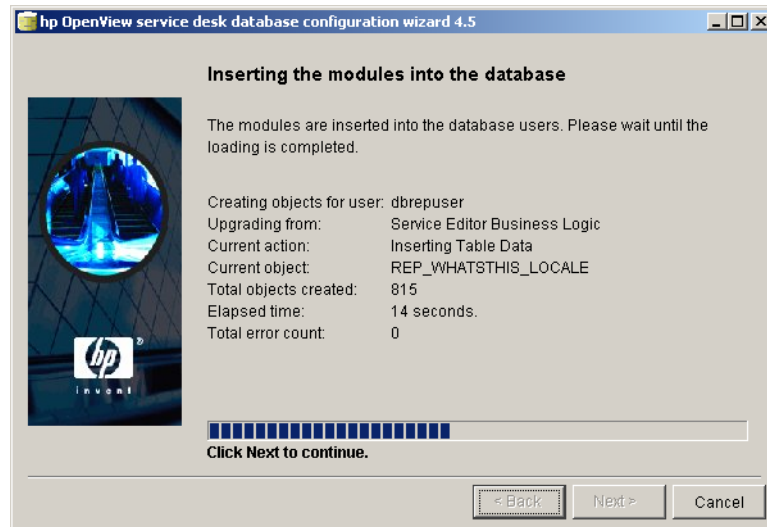
20. The following dialog box lists the database settings that are used when uploading the Service Configuration modules into the database. When you click **Next**, the modules are loaded based on these settings.

**Figure 1-31 Choose Database Dialog Box**



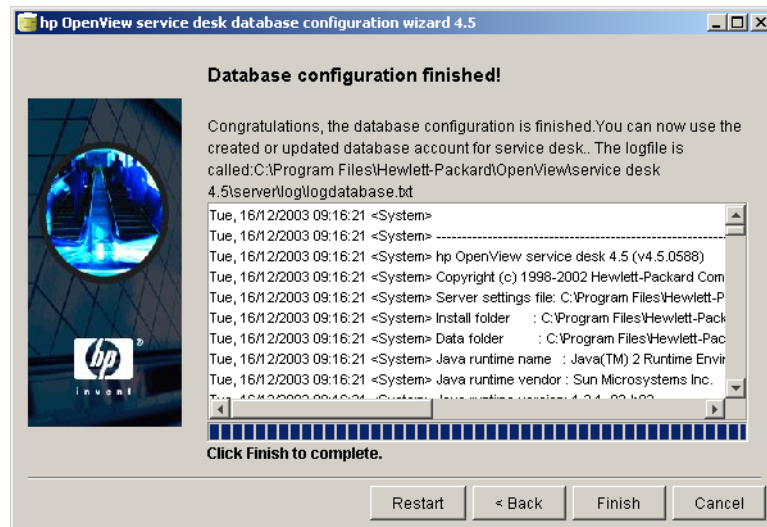
21. A popup dialog box appears with the question Do you want to start loading the modules into the database? Click **Yes**. A dialog box tells you that the modules are being inserted now. When this is complete, click **OK** and **Next**.

**Figure 1-32** Inserting Modules Dialog Box



22. The Database Configuration Finished dialog box appears. Review the information in this dialog box to make sure that no errors occurred. Then click **Finish** to exit the database configuration wizard.

**Figure 1-33 Upload Finished Dialog Box**



23. Continue with “Configuring the Application Server” on page 69.

## Configuring the Application Server

After having upgraded the database and the Service Configuration modules, verify that the application server can connect to the database:

1. Start the application server configuration tool. This tool is the same for Windows, HP-UX, and Sun Solaris:
  - *Windows*
    - a. From the **Start** menu select **Programs: hp OpenView service desk 4.5**.
    - b. In the HP OpenView Service Desk submenu, select **application server: open the server settings editor**.
  - *HP-UX and Sun Solaris*
    - a. Change to the `/opt/OV/sd/server/bin` directory.
    - b. Run the script `sd_serversettingseditor`.

---

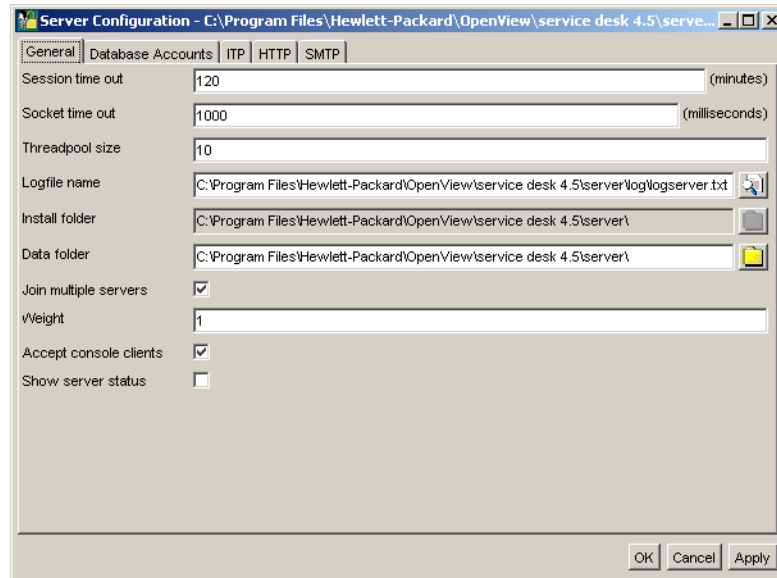
### NOTE

For more information about the Service Desk server settings editor, see Chapter 5, “Configuring and Starting the Application Server,” of the *Service Configuration for Service Navigator Installation Guide*.

---

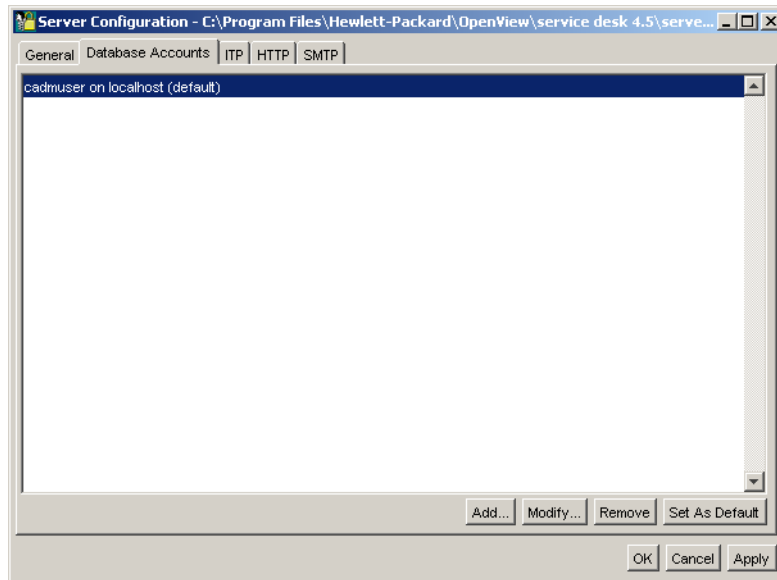
2. On the **General** tab, verify the information displayed. Click the **Database Accounts** tab.

**Figure 1-34** Server Configuration Dialog Box - General tab



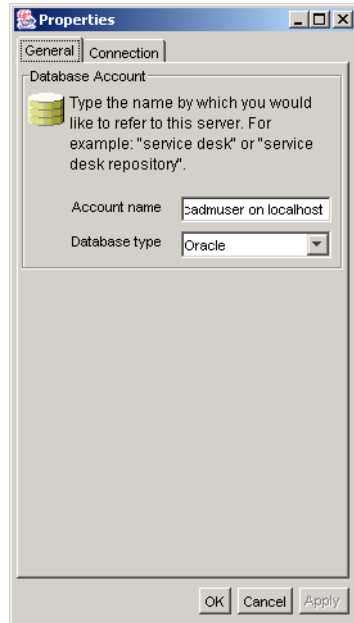
3. On the **Database Accounts** tab, find the default account and click **Modify...**

**Figure 1-35** Server Configuration Dialog Box - Database Accounts Tab



4. The Database Account Properties dialog box is displayed and shows the account name and database type. Click the **Connection** tab.

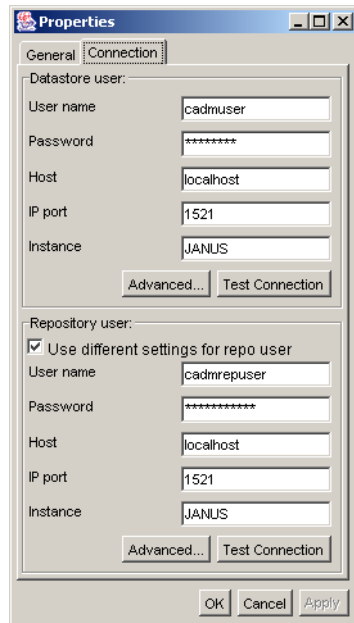
**Figure 1-36 Database Account Properties Dialog Box - General tab**





5. On the **Connection** tab, check that the information is correct and click **Test Connection**. The message `Connection successful.` indicates that the upgraded application server can connect successfully to the upgraded database.

**Figure 1-37 Database Account Properties Dialog Box - Connection Tab**



6. Click **OK** in the Database Accounts Properties dialog box and in the Server Configuration dialog box.
7. If you have customized the `server_settings.xml` file for the 7.1 version of the software, find your backup copy of the file and merge your customizations into the new settings file.
8. Continue with upgrading the Service Configuration client which is described in “Upgrading the Service Configuration Client” on page 75.

## Upgrading the Service Configuration Client

### 1. Make a backup copy of the `user_settings.xml` file.

This file is located in the following directory:

```
C:\Program Files\Hewlett-Packard\OpenView\service  
configuration client\user_settings.xml
```

The `user_settings.xml` file will be overwritten by the new installation even if it contains personal settings.

### 2. Uninstall the client.

- a. Use the **Add/Remove Programs** functionality of the Windows Control Panel to remove the client. The client software is registered under the name  
hp OpenView Service Configuration Client.

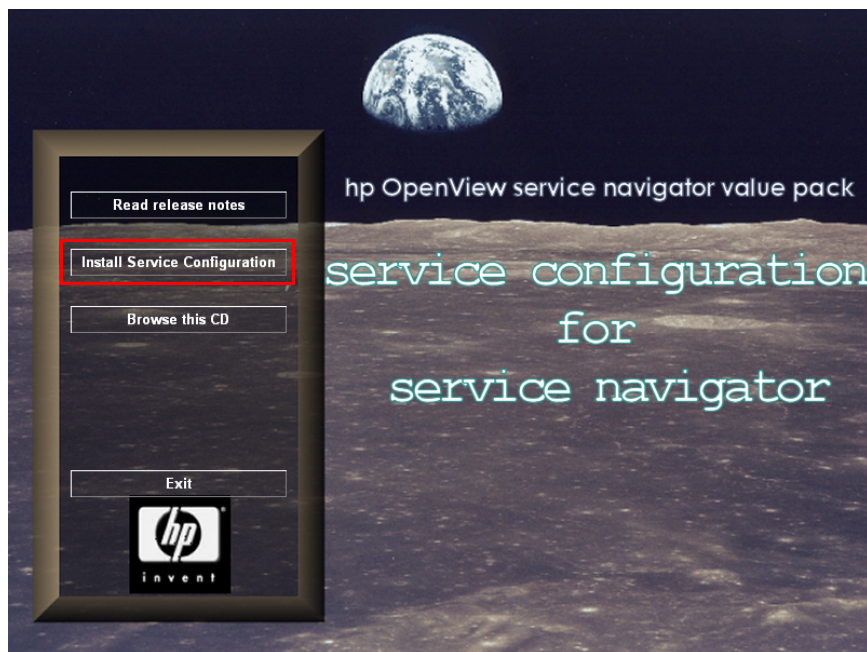
- b. Remove all remaining files by removing the following directory:

```
C:\Program Files\Hewlett-Packard\OpenView\service  
configuration client\
```

**3. Install the 8.0 version of the Service Configuration client software.**

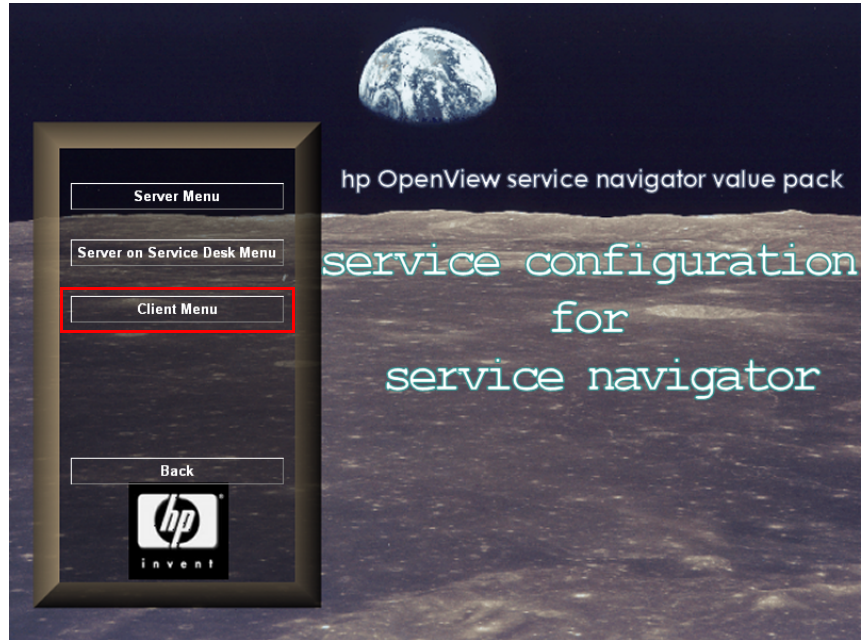
Insert the HP OpenView Service Configuration for Service Navigator CD-ROM into your CD-ROM drive. The start screen appears. If it does not, double-click `Setup.exe` in the root of your CD-ROM drive. When the start screen appears, click **Install Service Configuration**.

**Figure 1-38** Install Service Configuration



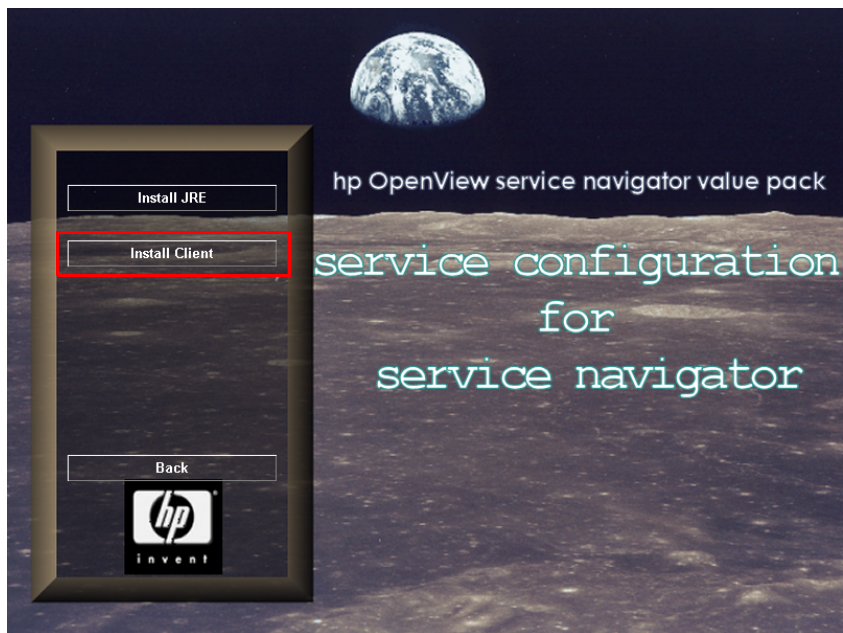
4. In the Menu Selection screen, click **Client Menu**.

**Figure 1-39** Client Menu



5. In the Install Client screen, click **Install Client**.

**Figure 1-40** Install Client



---

**NOTE**

The Service Configuration console requires Java Runtime Environment (JRE) 1.3 to be installed on the client system. If you have an earlier version, install JRE 1.3 using the **Install JRE** button on this screen before attempting to start the client. If you have a later version, do not install JRE 1.3 from the Service Configuration CD-ROM.

---

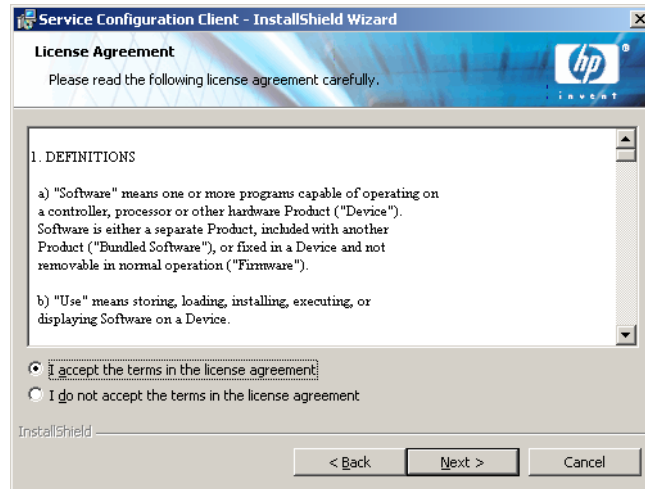
6. Next the Welcome screen for the Client InstallShield Wizard appears. Click **Next** to continue.

**Figure 1-41 Client InstallShield Wizard - Welcome Dialog Box**



7. Next, the License Agreement dialog box appears. To proceed, you must select the **I accept the terms in the license agreement** check box and then click **Next**. By doing so, you agree to all license terms, so read the agreement carefully.

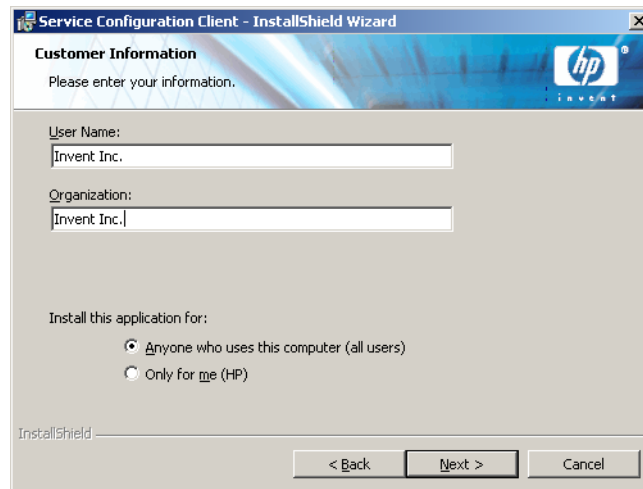
**Figure 1-42 Client License Agreement Dialog Box**





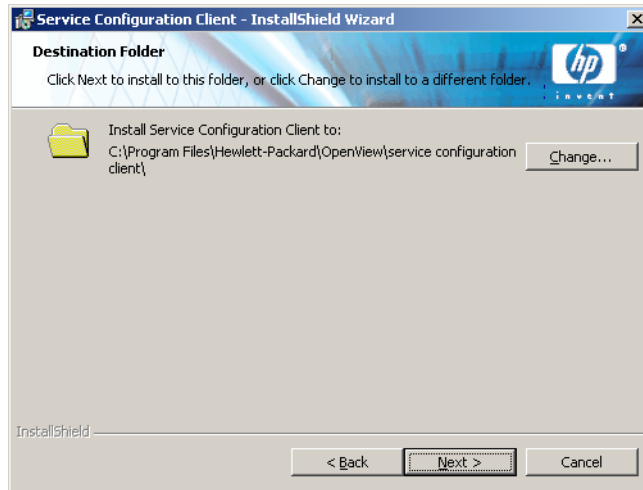
8. In the Customer Information dialog box, enter your **User Name** and **Organization** name. Select either the **Anyone who uses this computer** or the **Only for me** option button. If you select **Anyone who uses this computer**, you will make Service Configuration available for everyone who might use this computer. **Only for me** ensures only you can see the Service Configuration shortcuts in the Start menu, although Service Configuration can still be run by other users. Click **Next** to continue.

**Figure 1-43** Customer Information Dialog Box



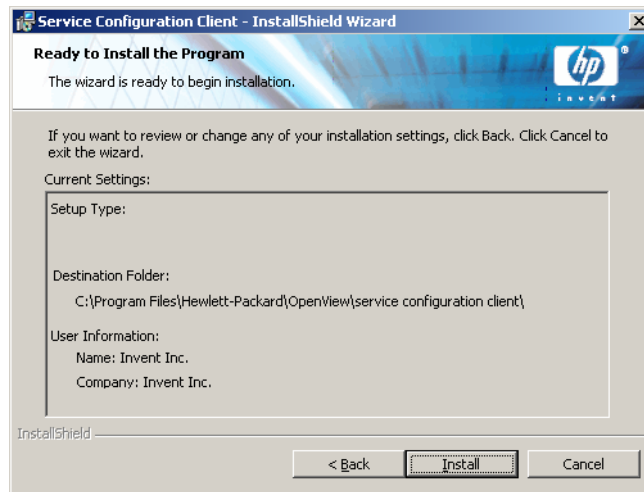
9. Next, the Destination Folder dialog box appears. This is the folder where the Service Configuration client software is to be placed. If you do not want the software to be placed in the default folder shown, you must click **Change** to enter another installation folder. Click **Next** to continue the installation.

**Figure 1-44 Destination Folder Dialog Box**



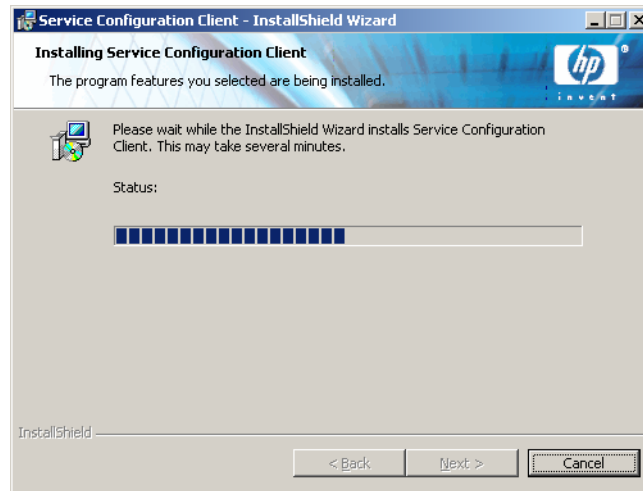
10. The Client Ready to Install dialog box shows a list of items to be installed. Click **Install Now** to install the files or **Back** to make changes in the previous dialog boxes.

**Figure 1-45** Client Ready to Install Dialog Box



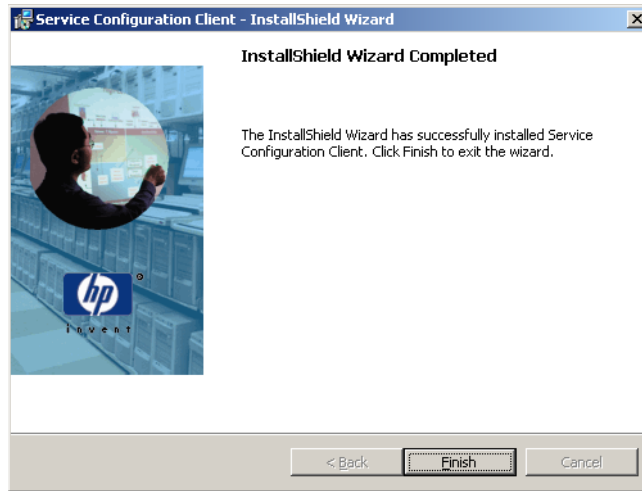
11. While the installation program is unpacking and reading files, a progress monitor is shown on your screen. You can abort the installation by clicking **Cancel** at any time.

**Figure 1-46** Installing Service Configuration Client Dialog Box



12. When the installation is finished, the InstallShield Wizard Completed dialog box appears. Click **Finish** to quit the installation program. The installation is now complete.

**Figure 1-47** Client Installation Summary Dialog Box



13. If you have customized the `user_settings.xml` file for the 7.1 version of the software, find your backup copy of the file and merge your customizations into the new settings file.
14. After you have installed the Service Configuration client, select **Start: Programs: Hewlett-Packard: OpenView**. Choose **Service Configuration Client**. The Service Configuration client console starts.

The Service Configuration Login dialog box may open if input is required from you.

- a. The **User name** field displays the default user `system`. The user name cannot be changed.
  - b. In the **Password** field, type the password `servicedesk`. This is the default password of the default user. If your system administrator has changed this password on the UI server, type the new password.
  - c. In the **UI server** field, type the name of the computer where the Service Configuration server is installed. This is the system where the Service Desk application server is running.
  - d. Click **OK**. The Login dialog box closes and the Service Configuration main console is displayed.
15. Continue with the post-upgrade steps described in “Post-upgrade Steps” on page 87.

## Post-upgrade Steps

Perform the following post-upgrade steps to complete the upgrade procedure:

- 1. Configure the connector.**

Configure the Service Configuration connector for OVO as described in “Configuring the Connector” on page 88.

- 2. Activate Service Configuration.**

Activate Service Configuration as described in “Activating Service Configuration on the OVO Management Server” on page 92.

## Configuring the Connector

---

**NOTE**

To successfully configure the connector, an application server must be installed, configured, and running.

---

1. Check that the correct version of JRE is used by the connector:

```
java -version
```

If the output indicates that a version other than 1.3.1 is being used, include the path to the correct JRE version in your `PATH` variable.

2. On the OVO management server, open the Accounts dialog box:

```
/opt/OV/sd/common/bin/sd_useraccounts
```

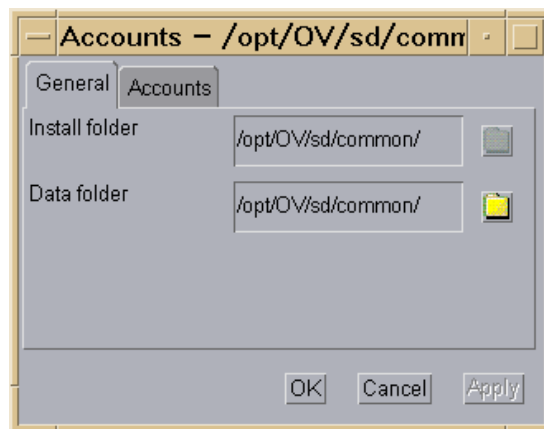
The Accounts dialog box opens and displays the General tab.

3. On the **General** tab, accept all default settings.

The **Install folder** is the product folder where the fixed settings for Service Configuration are stored.

The **Data folder** is the folder containing Service Configuration's variable data, for example, user settings, cache, and so on.

**Figure 1-48** Accounts Dialog Box - General Tab

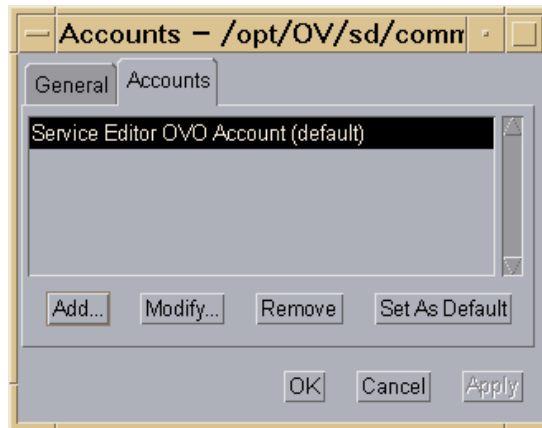




4. Click the **Accounts** tab. The Accounts tab lists the account of the “Service Editor OVO Account” as the default account for the connector.

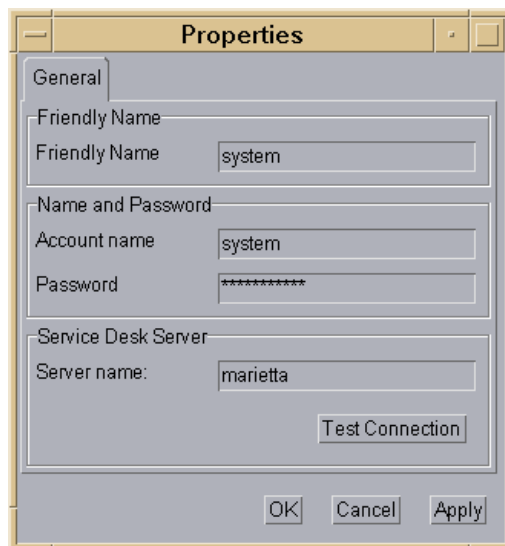
This account does not have sufficient rights to successfully connect OVO with the application server. Click **Add...** to create another, more powerful account.

**Figure 1-49 Accounts Dialog Box - Accounts Tab**



5. The Account Properties dialog box opens. Set up a new account with the following information:
  - a. In the **Friendly Name** field, type the name of the account. This is the name that is shown in the Accounts dialog box.
  - b. In the **Account name** field, type **system**.
  - c. In the **Password** field, type **servicedesk**.
  - d. In the **Server name** field, type the name of the Service Desk application server. If the application server is located on the same system as the OVO management server, type localhost.
  - e. Click **Apply** to register the data.
  - f. Click **Test Connection** to ensure the account can connect to the server. The message `Connection successful.` indicates that the connector can connect successfully to the application server.
  - g. Click **OK** to close the Account Properties dialog box and return to the Accounts dialog box.

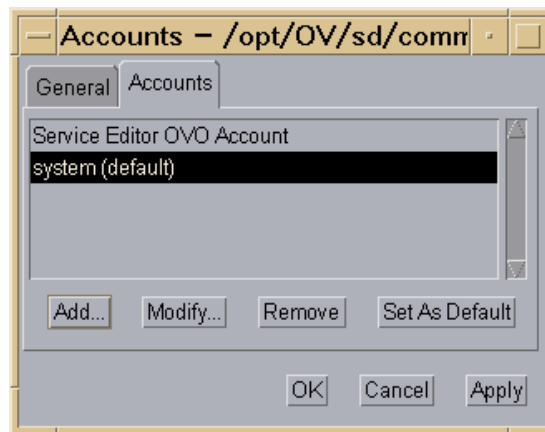
**Figure 1-50 Accounts Dialog Box - Properties**



6. The Accounts tab now lists the account you have configured in step 5. Select the system account and click **Set As Default**. This ensures that only this account is used for all connections between OVO and the application server.

Click **OK** to save your changes and close the Accounts dialog box.

**Figure 1-51 Accounts Dialog Box - Accounts Tab**



7. If you have customized the `user_settings.xml` file for the 7.1 version of the software, find your backup copy of the file and merge your customizations into the new settings file.
8. Start the seadapter process:  

```
ovstart seadapter
```
9. If you have deactivated Service Configuration on the OVO management server before the upgrade, continue with “Activating Service Configuration on the OVO Management Server” on page 92.

## Activating Service Configuration on the OVO Management Server

Activate Service Configuration using the command line tool `cadmactivate`. This tool must be called with root privileges on the OVO management server. It writes information to standard output and to the log file `/var/opt/OV/log/cadmactivate.trace`. For more information about the tool, access the `cadmactivate(1m)` man page on the OVO management server.

1. As user root, enter the following at the command prompt:

```
/opt/OV/bin/OpC/cadmactivate
```

2. `cadmactivate` first checks whether a correct version of JRE is installed in the default location `/opt/java1.3/bin/java`.

If this is not the case, `cadmactivate` browses the file system and generates a list of installed JRE versions. Choose a correct version from the list and type it at the command prompt as shown in the following example:

```
NOTE: cadmactivate started at Tue, Mar 2, 2004 04:07:14 PM
ERROR: Error: The java JRE is not correct. NOTE: Looking for
Java executables on your system...
NOTE: /opt/java1.3/jre/bin/java == java version "1.3.1.05"
NOTE: /opt/java1.4/bin/java == java version "1.4.1.02"
NOTE: /opt/java1.4/jre/bin/java == java version "1.4.1.02"
NOTE: The following java executables have been found.
NOTE: Please choose one of them by entering the complete path.
```

```
/opt/java1.3/jre/bin/java
```

3. `cadmactivate` then checks the following prerequisites:

### □ application server

`cadmactivate` checks which application server and user is used by the Service Configuration connector for OVO by reading the connector's configuration file

`/opt/OV/sd/common/user_settings.xml` file. It then verifies that the application server is running and that the user can connect to it.

❑ **OVO management server**

`cadmactivate` checks that the OVO management server has been set up in Service Configuration and that a service hierarchy exists where this server functions as discovery server.

When all prerequisites are met, `cadmactivate` stops the OVO management server processes and updates the OVO configuration settings file with settings for default service names in messages and for a socket used by the deployment processes. It then updates the local OpenView registry (LRF) to include the `seadapter` process in the `ovstart`, `ovstop`, and `ovstatus` sequence, and then starts the OVO management server processes. Finally, `cadmactivate` configures an `inetd` service. This service listens for configuration data being deployed from Service Configuration.

4. Verify that Service Configuration has been activated successfully on the OVO management server by entering the following at the command prompt:

```
/opt/OV/bin/ovstatus seadapter
```

The output should include an entry for the `seadapter` process. If the process is running, Service Configuration has been activated successfully on the OVO management server.

5. If Service Configuration is installed without a full Service Desk installation, the upgrade is now complete.

If Service Configuration is installed on Service Desk, continue with “Upgrading Service Configuration on Service Desk” on page 94.

## Upgrading Service Configuration on Service Desk

When upgrading Service Configuration in a full Service Desk environment, you must also update the Service Desk client with the service pack so that its version matches that of the application server. If you are using Service Pages, Service Pages must be updated with the service pack and the Service Configuration integration with Service Pages must be re-installed. Before this can be accomplished, Service Pages must be completely uninstalled.

### Updating the Service Desk Client

Update the Service Desk client with the Service Desk service pack. A Service Desk client service pack is available on the Service Configuration installation CD-ROM for Windows in the following directory:

```
\servicepack\client\client.exe
```

To install this service pack, double-click the file `client.exe` and follow the instructions presented by the installation wizard.

## Upgrading Service Pages

This section describes how to upgrade Service Pages from version 7.1 to version 8.0 on the Windows, HP-UX, and Sun Solaris platforms:

- ❑ **Windows**  
See “Upgrading Service Pages on Windows” on page 96.
- ❑ **HP-UX**  
See “Upgrading Service Pages on HP-UX” on page 103.
- ❑ **Sun Solaris**  
See “Upgrading Service Pages on Sun Solaris” on page 105.

---

**CAUTION**

The new installation will overwrite all customizations and modifications you have applied to Service Pages. It is important that you make backup copies of all relevant files before starting the upgrade.

---

## Upgrading Service Pages on Windows

Use this procedure to upgrade Service Pages on Windows from version 7.1 to version 8.0.

### 1. Make a backup copy of the `web.xml` file.

The `web.xml` file is located in the following directory:

```
C:\Program Files\Hewlett-Packard\OpenView\service desk  
4.5\service pages\webapps\sd-sp45\WEB-INF\web.xml
```

The `web.xml` file will be overwritten by the new installation even if it contains personal settings.

---

### NOTE

---

Make backup copies of all other customized and modified files.

### 2. Uninstall Service Pages.

- a. Use the **Add/Remove Programs** functionality of the Windows Control Panel to remove Service Pages. The Service Pages software is registered under the name  
hp OpenView service desk 4.5 service pages.
- b. Remove all remaining files by removing the following directory:

```
C:\Program Files\Hewlett-Packard\OpenView\service  
desk 4.5\service pages
```

### 3. Install and configure the Service Pages web server.

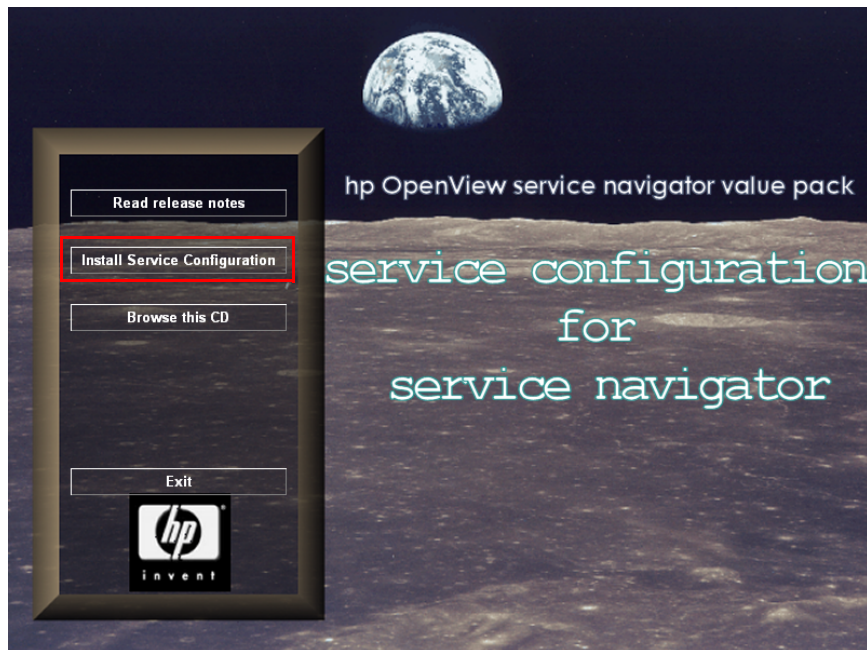
Install and configure the Service Pages web server as described in the *HP OpenView Service Desk 4.5 Installation Guide*, chapter 7.



#### 4. Install the Service Configuration integration with Service Pages.

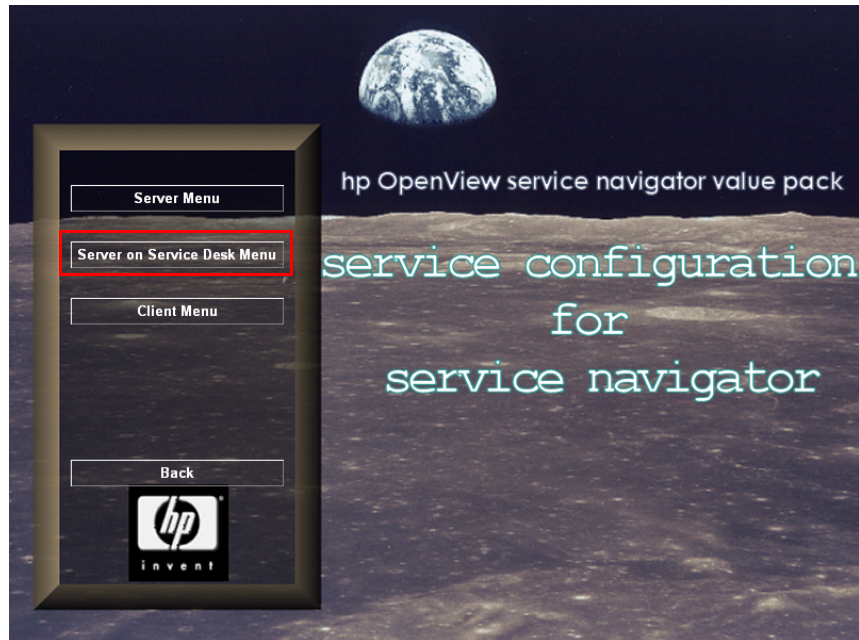
Insert the HP OpenView Service Configuration for Service Navigator CD-ROM into your CD-ROM drive. The start screen appears. If it does not, double-click `Setup.exe` in the root of your CD-ROM drive. When the start screen appears, click **Install Service Configuration**.

**Figure 1-52** Install Service Configuration



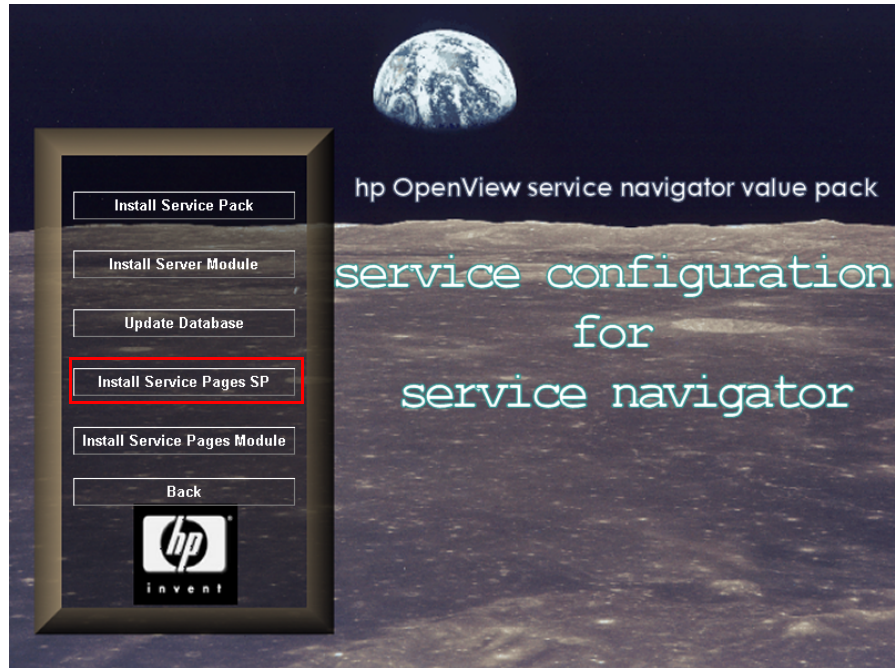
5. In the Menu Selection screen, click **Server on Service Desk Menu**.

**Figure 1-53** Server on Service Desk Menu



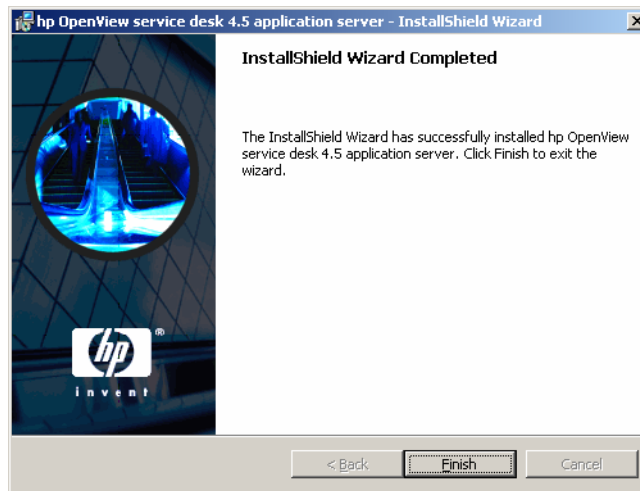
6. In the Menu Selection screen, click **Install Service Pages SP** to install the Service Pages service pack.

**Figure 1-54** Install Service Pages SP



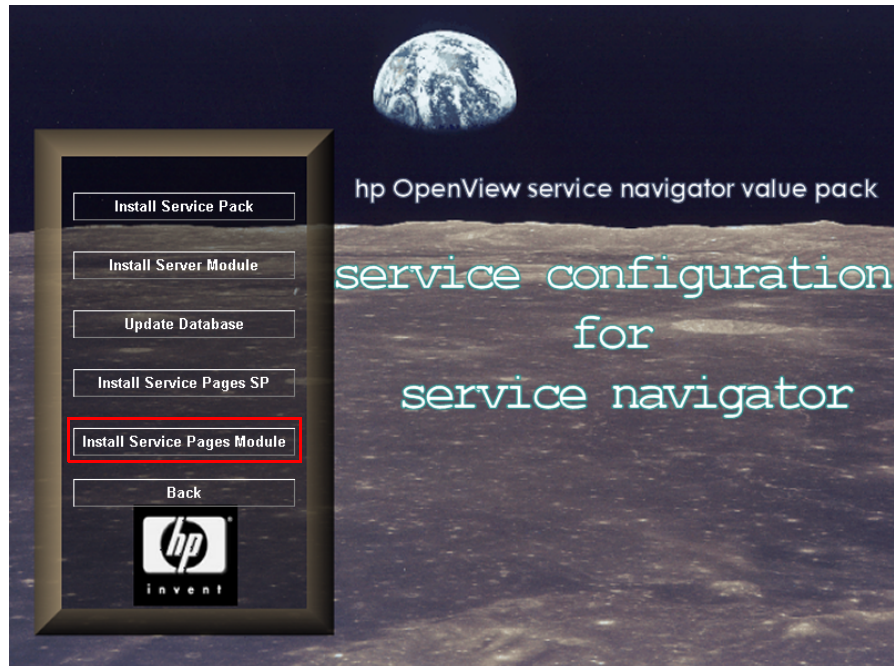
7. A dialog box with a progress bar appears, showing the progress of the service pack installation. When all files are installed, the Completed screen appears. Click **Finish** to leave the installation program.

**Figure 1-55** InstallShield Wizard Completed Dialog Box



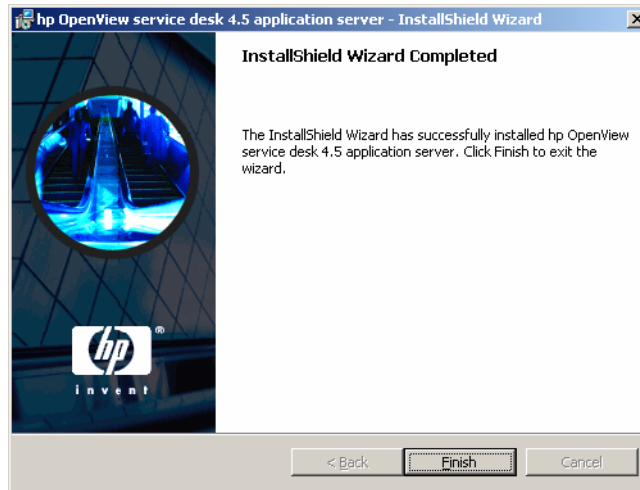
8. In the Menu Selection screen, click **Install Service Pages Module** to install the 8.0 version of the Service Configuration module for Service Pages.

**Figure 1-56** Install Service Pages Module



9. A dialog box with a progress bar appears, showing the progress of the Service Pages module installation. When all files are installed, the Completed screen appears. Click **Finish** to leave the installation program.

**Figure 1-57 InstallShield Wizard Completed Dialog Box**



10. If you have customized the `web.xml` file for the 7.1 version of the software, find your backup copy of the file and merge your customizations into the new settings file.

Restore all other customizations as necessary.

11. Start the Service Pages web server. Either execute the following batch file or start the Tomcat service:

```
C:\Program Files\Hewlett-Packard\OpenView\service desk  
4.5\service pages\bin\startup.bat
```

## Upgrading Service Pages on HP-UX

Use this procedure to upgrade Service Pages on HP-UX from version 7.1 to version 8.0.

1. Stop the Tomcat web server if it is running:

```
<TomcatInstallDir>/bin/shutdown.sh
```

2. Make a backup copy of the `web.xml` file.

```
cp /opt/OV/sd/servicepages/webapps/sd-sp45/WEB-INF/\  
web.xml /tmp/web.xml
```

The `web.xml` file will be overwritten by the new installation even if it contains personal settings.

---

### NOTE

---

Make backup copies of all other customized and modified files.

### 3. Uninstall Service Pages.

- a. Use `swremove` to uninstall all components of Service pages:

```
swremove sdservicepages
```

- b. Remove all remaining files by removing the following directory:

```
rm -rf /opt/OV/sd/servicepages/
```

### 4. Install and configure the Service Pages server.

Install and configure the Service Pages web server as described in the *HP OpenView Service Desk 4.5 Installation Guide*, chapter 7.

### 5. Install the Service Pages service pack.

Install the service pack from the Service Configuration installation CD-ROM for HP-UX:

a. Mount the HP-UX CD-ROM.

b. Use `swinstall` to install the service pack:

```
swinstall -s /<mountpoint>/servicepack/servicepages/\
sdservicepages-4.5-sp.depot sdservicepages
```

c. Check the `/var/adm/sw/swagent.log` installation log file for errors.

### 6. Install the Service Configuration integration with Service Pages.

Install the 8.0 Service Pages integration from the Service Configuration installation CD-ROM for HP-UX:

a. Mount the HP-UX CD-ROM.

b. Use `swinstall` to install the integration:

```
swinstall -s /<mountpoint>/servicepages/\
cadm_servicepages-8.0.depot sdservicepages
```

c. Check the `/var/adm/sw/swagent.log` installation log file for errors.

7. If you have customized the `web.xml` file for the 7.1 version of the software, find your backup copy of the file and merge your customizations into the new settings file.

Restore all other customizations as necessary.

8. Start the Service Pages web server. Do one of the following:

- `/opt/OV/sd/servicepages/bin/startup.sh`
- `/sbin/init.d/hpovsdservicepages start`



## Upgrading Service Pages on Sun Solaris

Use this procedure to upgrade Service Pages on Sun Solaris from version 7.1 to version 8.0.

1. Stop the Tomcat web server if it is running:

```
<TomcatInstallDir>/bin/shutdown.sh
```

2. Make a backup copy of the `web.xml` file.

```
cp /opt/OV/sd/servicepages/webapps/sd-sp45/WEB-INF/\  
web.xml /tmp/web.xml
```

The `web.xml` file will be overwritten by the new installation even if it contains personal settings.

---

### NOTE

---

Make backup copies of all other customized and modified files.

### 3. Uninstall Service Pages.

- a. Use `pkgrm` to uninstall all components of Service Pages:

```
pkgrm sdservicepages-4.5.pkg
```

```
pkgrm sdservicepages-4.5-sp.pkg
```

```
pkgrm cadm_servicepages-7.1.pkg
```

- b. Remove all remaining files by removing the following directory:

```
rm -rf /opt/OV/sd/servicepages/
```

### 4. Install and configure the Service Pages server.

Install and configure the Service Pages web server as described in the *HP OpenView Service Desk 4.5 Installation Guide*, chapter 7.

**5. Install the Service Pages service pack.**

Install the service pack from the Service Configuration installation CD-ROM for Sun Solaris:

- a. Mount the Sun Solaris CD-ROM.
- b. Use `pkgadd` to install the service pack:

Example:

```
pkgadd -d /<mountpoint>/servicepack/servicepages/\
sdservicepages-4.5-sp.pkg
```

**6. Install the Service Configuration integration with Service Pages.**

Install the 8.0 Service Pages integration from the Service Configuration installation CD-ROM for Sun Solaris:

- a. Mount the Sun Solaris CD-ROM.
- b. Use `pkgadd` to install the integration:

Example:

```
pkgadd -d /<mountpoint>/servicepages/\
cadm_servicepages-8.0.pkg
```

7. If you have customized the `web.xml` file for the 7.1 version of the software, find your backup copy of the file and merge your customizations into the new settings file.

Restore all other customizations as necessary.

8. Start the Service Pages web server. Do one of the following:

- `/opt/OV/sd/servicepages/bin/startup.sh`
- `/etc/init.d/hpovsdservicepages start`

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