

# HP OpenView Self-Healing Services Client

for the following operating systems:

HP-UX 11.x

Solaris 7, 8, 9

Microsoft® Windows® 2000 SP-4, 2003 Server, XP Professional

Software Version: 2.5

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## Migration Guide

Manufacturing Part Number: none

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Software Release Date: August 2006



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# 1 Introduction

## Introduction

This document provides a brief introduction to the Self-Healing Services (SHS) version 2.5 client software. Following that, it provides detailed instructions for migrating a previous version of the SHS client to version 2.5.

## Audience

This migration guide is intended for those who are familiar with previous versions of the SHS client and want to migrate to the SHS version 2.5 client.

## Related Documents

For more detailed information about installing and configuring the SHS version 2.5 client, consult the *HP OpenView Self-Healing Services Installation Guide*.

For detailed information about using the Self-Healing version 2.5 client, consult the *HP OpenView Self-Healing Services User's Guide*.

Both of these documents are available at the following location:

**[http://support.openview.hp.com/self\\_healing\\_downloads.jsp](http://support.openview.hp.com/self_healing_downloads.jsp)**

## 2 Version 2.5 Client Architecture

This chapter provides a conceptual overview of the Self-Healing Services (SHS) version 2.5 client, including its architecture and basic operations.

### Version 2.5 Concepts

The SHS version 2.5 client offers more flexibility than earlier versions did. The function of a configuration center and/or a communication gateway is established at configuration time rather than at installation time. The SHS version 2.5 client also introduces the concept of working without an active connection to HP – in other words, without a communication gateway.

Here are some key terms used to describe the organization and operation of the SHS version 2.5 client:

#### Managed Client

The managed client is the core Self-Healing Services component. A managed client detects faults in supported HP OpenView applications installed on the host system where it resides. It collects data and provides fault notification when a fault occurs, and it generates incident summary reports upon request. You can interact with a managed client through its browser based user interface (UI). You can configure local settings for the client, view faults and collected data, and create summary reports about the operation of the client.

► The managed client is analogous to the managed node in previous versions.

#### Configuration Center

The configuration center provides the interface that you use to specify the global configuration settings for all managed clients in your Self-Healing Services managed environment. These configuration settings are then automatically retrieved from the configuration center by the individual managed clients and communication gateways assigned to it.

A configuration center interacts with two types of managed clients: the local managed client and remote managed clients. The local managed client is the managed client that resides on the same host system as the configuration center. Remote managed clients reside on other host systems.


► The configuration center is analogous to the deployment node in previous versions.

#### Communication Gateway

The communication gateway provides connectivity to HP. A communication gateway receives data collected by the managed clients that are assigned to a particular configuration center

and sends that data to HP through a secure Instant Support Enterprise Edition (ISEE) connection for analysis.

A communication gateway enables the local managed client to communicate with HP. It can also enable other managed clients to communicate with HP. In other words, a managed client that does not have direct Internet access can still communicate with HP through another client that has the communication gateway option enabled.

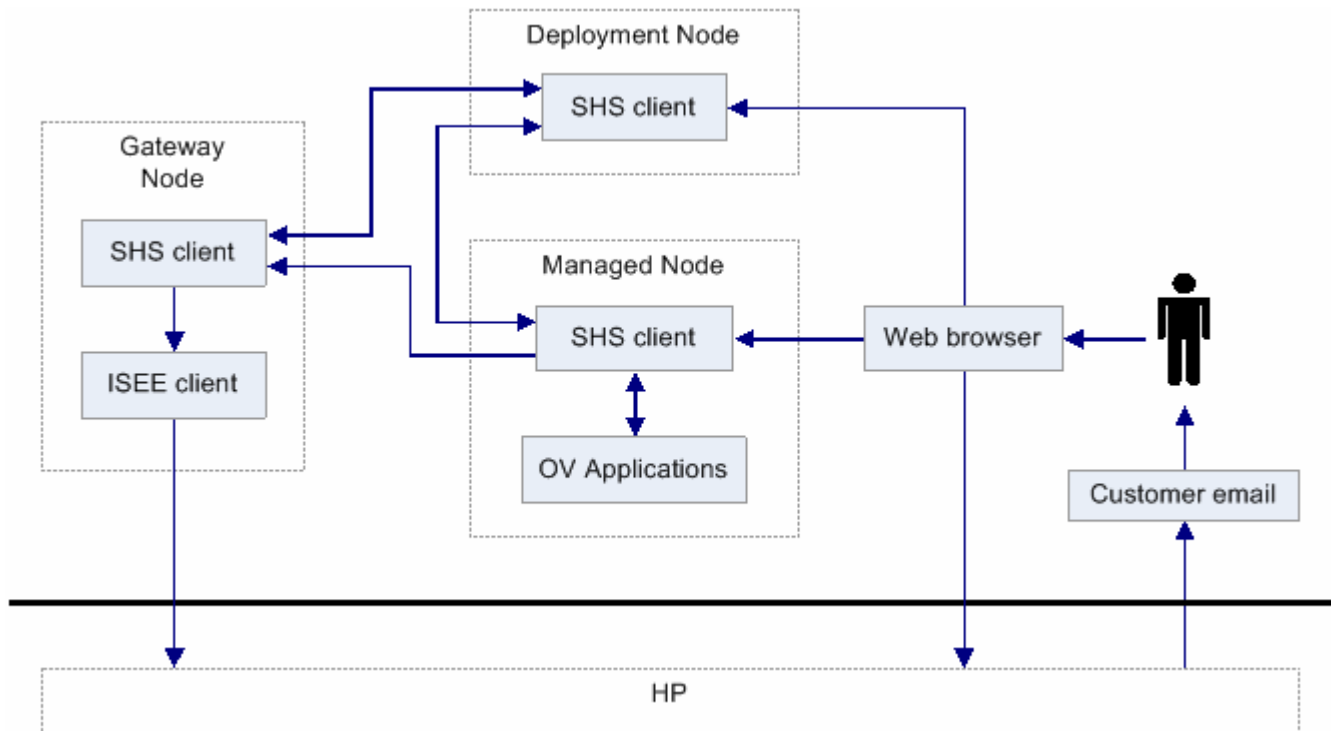
 The communication gateway is analogous to the gateway node in previous versions.

# Architecture: Version 2.5 Client vs. Previous Clients

## Architecture of the SHS Client Prior to Version 2.5

Figure 2-2 shows a distributed configuration for previous versions of SHS. The deployment node, gateway node and managed node are established at installation time and cannot be re-configured to be any other type of node.

**Figure 2-2 SHS Client Architecture Prior to Version 2.5**

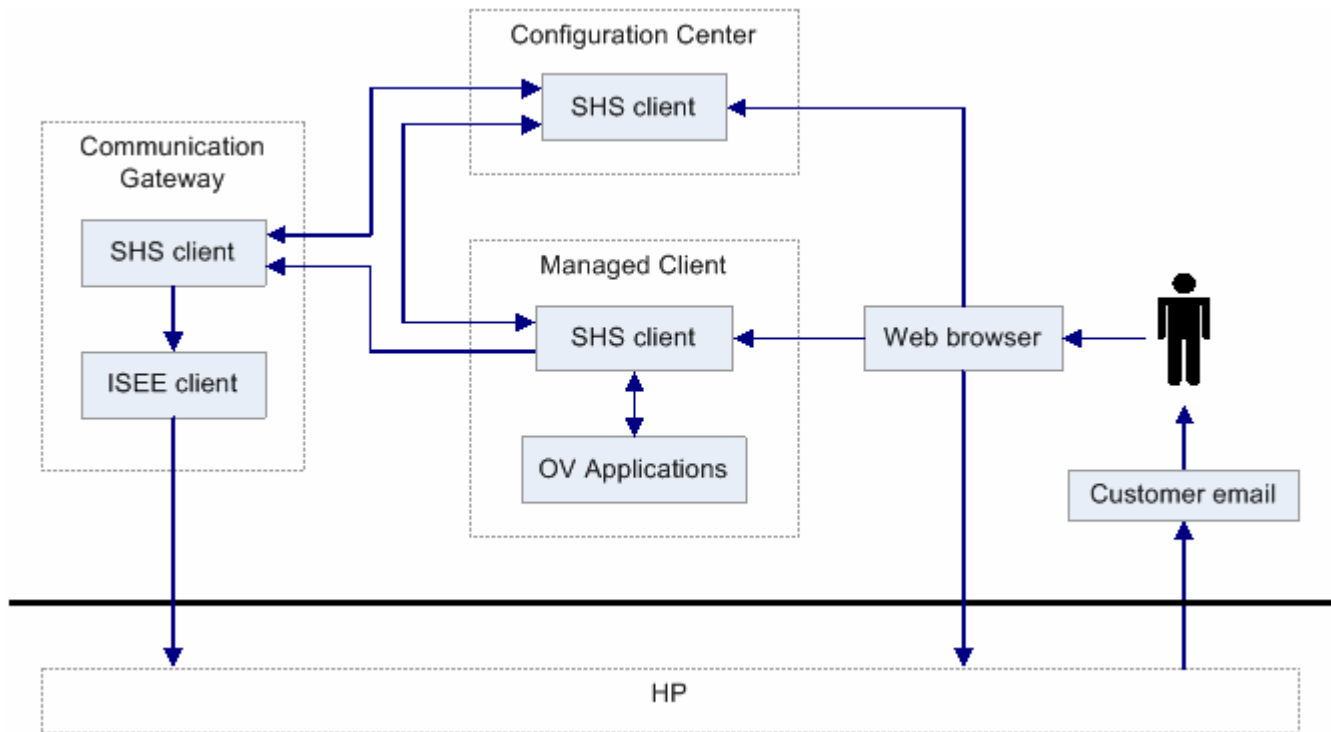


## Architecture of the SHS Version 2.5 Client

Figure 2-3 shows the SHS version 2.5 client architecture implemented similarly to that shown in Figure 2-2 for earlier versions of the SHS client.

In version 2.5, a client can be configured at run-time to serve as a configuration center, a communication gateway, or a managed client. It is possible to reconfigure the version 2.5 client to achieve different functionality later on.

**Figure 2-3 SHS Version 2.5 Client Architecture**



### SHS Client Upgrade Process Summary

- To upgrade a system serving strictly as a deployment node (not a gateway node), install the version 2.5 client, and set the client up as a configuration center.
- To upgrade a system serving strictly as a gateway node (not a deployment node), install the version 2.5 client, and set the client up as a communication gateway. Associate this client with an existing configuration center.
- To upgrade a system serving as both a deployment node and a gateway node, install the version 2.5 client, designate the client to be a configuration center, and also designate it to be a communication gateway.
- To upgrade a system serving strictly as a managed node, install the version 2.5 client, and associate it with an existing configuration center.

The next two chapters provide step-by-step instructions for migrating existing SHS clients to version 2.5.

## 3 Migrate Single-System Installations

This chapter provides instructions for upgrading an SHS client where the deployment node, gateway node, and managed node all reside on a single host system.

There are five steps required to migrate the SHS client in a single-system environment:

- 1 Uninstall the existing SHS client.
- 2 Install the SHS version 2.5 client.
- 3 Preserve any custom configuration settings, if any.
- 4 Upgrade the configuration.
- 5 Verify the preservation of custom configuration settings, if any.

Detailed instructions for each of these steps are provided in this chapter. The instructions for the first two steps differ depending on the installation platform. The remaining steps are the similar for all platforms.

# Uninstall the Existing SHS Client

## Windows® Platforms

To uninstall the existing SHS client:

- 1 Click **Start**→**Settings**→**Control Panel**→**Administrative Tools**→**Services**
- 2 Right-click **HP OpenView Support Automation**, and then click **Stop**.
- 3 Click **Start**→**Settings**→**Control Panel**→**Add/Remove Programs**
- 4 Select HP OpenView Self-Healing Services.
- 5 Click **Remove**, and confirm to uninstall.



DO NOT delete the data directory at this point if you plan to preserve any customized configurations. The data directory is located here:

```
<oldInstallDir>\data
```

where *<oldInstallDir>* is the application installation directory for the previous version of the SHS client. By default, this is:

```
C:\Program Files\Hewlett-Packard\SH Services\data
```

- 6 Proceed to *“Install the SHS Version 2.5 Client”* on page 20.

## HP-UX or Solaris Platforms

To uninstall the existing SHS client:

- 1 Log on to the HP-UX or Solaris machine with root privileges.
- 2 Type this command to stop the SHS service:

```
/opt/hpsupport/bin/hps.sh stop
```

- 3 Type this command to uninstall the existing SHS client:

```
HP-UX: swremove SHSrvcs
```

```
Solaris: pkgrm SHSClient SACore
```



DO NOT delete the data directory `/var/opt/hpsupport` at this point if plan to preserve the customized configurations.

# Install the SHS Version 2.5 Client

## Windows Platforms

To install the SHS version 2.5 client on a Windows Platform:

- 1 Download the SHS version 2.5 client from this location:

**[http://support.openview.hp.com/self\\_healing\\_downloads.jsp](http://support.openview.hp.com/self_healing_downloads.jsp)**

- 2 Extract the HPOvShs.zip file to a temporary directory.
- 3 In that directory, double click the HPOvShs\_02.25.<xxx>\_setup.exe file.

This launches the HP OpenView installer. For detailed instructions about the installer, see the *HP OpenView Self-Healing Services Installation Guide*.

**NOTE:** The last three digits in the setup.exe file name refer to the build number for the client.

- 4 Follow the on-screen instructions to complete the installation.
- 5 Proceed to *“Upgrade the SHS Version 2.5 Client Configuration”* on page 14.

## HP-UX or Solaris Platforms

Make sure to download the appropriate installation package for your operating system.

To install the SHS version 2.5 client on an HP-UX or Solaris platform:

- 1 Download the SHS 2.5 client installer for HP-UX or Solaris from this address:

**[http://support.openview.hp.com/self-healing\\_download.jsp](http://support.openview.hp.com/self-healing_download.jsp)**.

- 2 Unzip and uncompress the client by typing the following commands:

```
uncompress HPOvShs.tar.Z
```

```
tar -xf HPOvShs.tar
```

- 3 Add the path to the Java™ JRE (1.4 or above) to the PATH environment variable. This is required by the SHS version 2.5 client installer.
- 4 For a GUI-based installation, type the following command:

```
HPOvShs_02.50.<xxx>_setup.bin
```

For a console-based installation, type this command:

```
HPOvShs_02.50.<xxx>_setup.bin -i console
```

**NOTE:** The last three digits in the setup.bin file name refer to the build number for the client.

- 5 Follow the on-screen instructions to complete the installation.

# Upgrade the SHS Version 2.5 Client Configuration

This section provides instructions for setting up the SHS version 2.5 client as both a configuration center and a communication gateway. By default, it is also a managed client.

To set up the SHS version 2.5 client:

Go to **https://localhost:8443/SAM** to start the SHS client user interface (UI).

- 6 Enter **admin** for both the user name and password. The Local Managed Client page opens.
- 7 On the left navigation menu, click **Self-Healing Services setup**.
- 8 Click **Set up a new configuration center**.
- 9 Enter your contact information.
- 10 Click **Next**.
- 11 Specify your default rule settings.
- 12 Click **Next**.
- 13 Select **Local Communication Gateway**.
- 14 Click **Next**.
- 15 Review the gateway information, and click **Next**.
- 16 Review your set up information. If you want to change any of the settings, click the **Previous** button until the appropriate page appears. When the settings are acceptable, click **Finish**.

# Preserve Custom Configuration Settings

This section provides instructions for preserving the submission rules, filter policies, and trigger configurations from a previous Self-Healing Services client installation when you are migrating to the SHS version 2.5 client.

## Preserve Settings for Windows Installations

If you did not change the submission rules, trigger configuration, or filter policies for your previous installation of the SHS client—or if you do not want to migrate your customized configuration settings from your previous installation to your new installation—you can simply delete the old configuration data.

If you do want to preserve your customized configuration settings, you must place the configuration files in the proper location for the version 2.5 client.

Table 1 shows the default file locations for SHS client installations. If you changed the default path when you installed either version of the SHS client, be sure to substitute the paths that you used for `<oldInstallDir>` and `<newInstallDir>`, respectively.

**Table 1 Self-Healing Services Client Application Directories**

Version	Directory	Default Location
pre-2.5	<code>&lt;oldInstallDir&gt;</code>	C:\Program Files\Hewlett-Packard\SH Services
2.5	<code>&lt;newInstallDir&gt;</code>	C:\Program Files\HP OpenView

To preserve the existing submission rule settings:

- 1 Copy the `<oldInstallDir>\data\conf\rules.xml` file into the copy buffer.
- 2 Paste `rules.xml` into the following directory: `<newInstallDir>\data\Conf`

To preserve the existing filter policies:

- 1 Copy the `<oldInstallDir>\data\conf\global-recon-policy.xml` file into the copy buffer.
- 2 Paste `global-recon-policy.xml` into the following directory:  
`<newInstallDir>\data\Conf\deployment`

To preserve the existing trigger configuration:

There is no automated way to perform this task. If the number of customizations is small, you can re-enter them by using the SHS version 2.5 client UI. If you need to preserve a significant number of trigger customizations, contact [selfhealing.help@hp.com](mailto:selfhealing.help@hp.com) for assistance—DO NOT delete your existing trigger configuration information.

Next Steps

Proceed to “*Verify the SHS Version 2.5 Client Configuration*” on page 17.

## Preserve Settings for HP-UX and Solaris Installations

If you did not change the submission rules, trigger configuration, or filter policies for your previous installation of the SHS client—or if you do not want to migrate your customized configuration settings from your previous installation to your new installation—you can simply delete the old configuration data.

If you do want to preserve your customized configuration settings, you must place the configuration files in the proper location for the version 2.5 client.

Table 1 shows the default data file locations for SHS client installations. If you changed the default data file path when you installed either version of the SHS client, be sure to substitute the paths that you used for `<oldDataDir>` and `<newDataDir>`, respectively.

**Table 2 Self-Healing Services Client Data Directories**

Version	Directory	Default Location
pre-2.5	<code>&lt;oldDataDir&gt;</code>	<code>/var/opt/hpsupport</code>
2.5	<code>&lt;newDataDir&gt;</code>	<code>/var/opt/OV</code>

To preserve the existing submission rule settings:

Copy the `rules.xml` file from the `<oldDataDir>/conf` directory to the `<newDataDir>/conf` directory.

To preserve the existing filter policies:

Copy the `global-recon-policy.xml` file from the `<oldDataDir>/conf` directory to the `<newDataDir>/conf/deployment` directory.

To preserve the existing trigger configuration:

There is no automated way to perform this task. If the number of customizations is small, you can re-enter them by using the SHS version 2.5 client UI. If you need to preserve a significant number of trigger customizations, contact [selfhealing.help@hp.com](mailto:selfhealing.help@hp.com) for assistance—DO NOT delete your existing trigger configuration information.

# Verify the SHS Version 2.5 Client Configuration

The process of verifying the SHS client configuration is independent of the operating system. Use this procedure for Windows, HP-UX, and Solaris installations to ensure that the custom configuration settings were successfully transferred to the version 2.5 client installation.

Verify the SHS version 2.5 client configuration:

- 1 Go to **https://localhost:8443/SAM** to start the SHS client UI.
- 2 Enter **admin** for both the user name and password. The Local Managed Client page opens.
- 3 Click **Rule settings**.
- 4 Click the **Specific fault rules** tab to verify that the existing rules were preserved.
- 5 On the left navigation menu, click **Filter settings**.
- 6 Verify that the filter settings from the previous SHS client were preserved.
- 7 On the left navigation menu, click **System Assessment**.
- 8 Click **Request System Assessment**.

You should receive a notification email shortly thereafter you request the system assessment. If you do not receive it, check your contact information to make sure that your email address is correct. If you still do not receive the notification email, see “Troubleshooting” in the *HP OpenView Self-Healing Services User’s Guide*, or contact [selfhealing.help@hp.com](mailto:selfhealing.help@hp.com) for help.

## Remove Old Configuration Files

After you verify that your configuration information was successfully preserved and is visible in the 2.5 client UI, you can remove the old configuration data if you want to. To do so, delete the following directory:

- Windows: `<oldInstallDir>\data\conf`
- HP-UX or Solaris: `/var/opt/hpsupport`

## 4 Migrate Distributed SHS Clients

This chapter provides instructions for migrating previous versions of the SHS client installed as deployment nodes, gateway nodes, or managed nodes in distributed (multiple system) Self-Healing Services environments to the SHS version 2.5 client.

There are five steps required to migrate the SHS client in a distributed environment:

- 1 Uninstall the existing SHS client on each node.
- 2 Install the SHS version 2.5 client on each node.
- 3 Preserve any custom configuration settings on each node.
- 4 Upgrade the configuration for each node in the environment following this order:
  - Deployment node
  - Gateway node (or nodes)
  - Managed node (or nodes)
- 5 Verify the preservation of custom configuration settings, if any, on each node

Detailed instructions for each of these steps are provided in this chapter. The instructions for the first two steps differ depending on the installation platform. The remaining instructions are similar for all platforms.

# Uninstall the Existing SHS Client

## Windows Platforms

On each node in your Self-Healing Services managed environment:

- 1 Click **Start**→**Settings**→**Control Panel**→**Administrative Tools**→**Services**
- 2 Right-click **HP OpenView Support Automation**, and then click **Stop**.
- 3 Click **Start**→**Settings**→**Control Panel**→**Add/Remove Programs**
- 4 Select **HP OpenView Self-Healing Services**.
- 5 Click **Remove**, and confirm to uninstall.



DO NOT delete the data directory at this point if you plan to preserve any customized configurations. The data directory is located here:

```
<oldInstallDir>\data
```

where *<oldInstallDir>* is the application installation directory for the previous version of the SHS client. By default, this is:

```
C:\Program Files\Hewlett-Packard\SH Services\data
```

- 6 Proceed to *“Install the SHS Version 2.5 Client”* on page 20.

## HP-UX or Solaris Platforms

On each node in your Self-Healing Services managed environment:

- 1 Log on to the HP-UX or Solaris machine with root privileges.
- 2 Type this command to stop the SHS service:

```
/opt/hpsupport/bin/hps.sh stop
```

- 3 Type this command to uninstall the existing SHS client:

```
HP-UX: swremove SHSrvcs
```

```
Solaris: pkgrm SHSClient SACore
```



DO NOT delete the data directory `/var/opt/hpsupport` at this point if plan to preserve the customized configurations.

# Install the SHS Version 2.5 Client

## Windows Platforms

On each node in your Self-Healing Services environment:

- 1 Download the SHS 2.5 client from this location:

**[http://support.openview.hp.com/self\\_healing\\_downloads.jsp](http://support.openview.hp.com/self_healing_downloads.jsp)**

- 2 Extract the `HPOvShs.zip` file to a temporary directory.
- 3 In that directory, double click the `HPOvShs_02.50.<xxx>_setup.exe` file.

This launches the HP OpenView installer. For detailed instructions about the installer, see the *HP OpenView Self-Healing Services Installation Guide*.

**NOTE:** The last three digits in the `setup.exe` file name refer to the build number for the client.

- 4 Follow the on-screen instructions to complete the installation.
- 5 Proceed to “*Upgrade Individual Nodes in Distributed Installations*” on page 26.

## HP-UX or Solaris Platforms

Most of the instructions for HP-UX and Solaris are identical. Make sure to download the appropriate installation package for your operating system. On each node in your Self-Healing Services managed environment:

- 1 Download the SHS 2.5 client installer for HP-UX or Solaris from this address:

**[http://support.openview.hp.com/self-healing\\_download.jsp](http://support.openview.hp.com/self-healing_download.jsp)**

- 2 Unzip and uncompress the client by typing the following commands:

```
uncompress HPOvShs.tar.Z
```

```
tar -xf HPOvShs.tar
```

- 3 Add the path to the Java™ JRE (1.4 or above) to PATH in order to launch the SHS version 2.5 client installer.
- 4 For a GUI-based installation, type the following command:

```
HPOvShs_02.50.<xxx>_setup.bin
```

For a console-based installation, type this command:

```
HPOvShs_02.50.<xxx>_setup.bin -i console
```

**NOTE:** The last three digits in the `setup.bin` file name refer to the build number for the client.

- 5 Follow the on-screen instructions to complete the installation.

# Upgrade Individual Nodes in Distributed Installations

## Upgrade Deployment Nodes

This section provides instructions for setting up the SHS version 2.5 client as a configuration center, which will function similarly to a deployment node. Follow these steps only on the deployment node.

To set up the version 2.5 client as a configuration center:

- 1 Go to **https://localhost:8443/SAM** to start the SHS client user interface (UI).
- 2 Enter **admin** for both the user name and password. The Local Managed Client page opens.
- 3 On the left navigation menu, click **Self-Healing Services setup**.
- 4 Click **Set up a new configuration center**.
- 5 Enter your contact information.
- 6 Click **Next**.
- 7 Specify your default rule settings.
- 8 Click **Next**.
- 9 Select one of the following options:
  - Select **Local Communication Gateway** if this machine will also serve as a communication gateway for this Self-Healing Services managed environment.
  - Select **No Communication Gateway** if the communication gateway will be established on another machine.

If you select this option, you will be required to enter email server settings for notification purposes. See the *HP OpenView Self-Healing Services Installation Guide* for more information about these settings.
- 10 Click **Next**.
- 11 Review the gateway information, and click **Next**.
- 12 Review your set up information. If you want to change any of the settings, click the **Previous** button until the appropriate page appears. When the settings are acceptable, click **Finish**.

### Next Steps

- 1 Upgrade your gateway nodes.
- 2 Upgrade your managed nodes.

## Upgrade Gateway Nodes

This section provides instructions for setting up the SHS version 2.5 client as a communication gateway node, which will function similarly to a gateway node. Follow these steps on every gateway node.

- ▶ You **MUST** upgrade the deployment node before upgrading any gateway nodes.

To set up the version 2.5 client as a communication gateway:

- 1 Go to **https://localhost:8443/SAM** to start the SHS client user interface (UI).
- 2 Enter **admin** for both the user name and password. The Local Managed Client page opens.
- 3 On the left navigation menu, click **Self-Healing Services setup**.
- 4 Click **Use existing configuration center**.
- 5 In the **Host name** box, type the host name (or IP address) of the configuration center that you want to manage this communication gateway.
- 6 In the **Port** box, type 8443.
- 7 Click **Save**.
- 8 Select **Local Communication Gateway**
- 9 Click **Next**.
- 10 Review the gateway information, and click **Next**.
- 11 Review your set up information. If you want to change any of the settings, click the **Previous** button until the appropriate page appears. When the settings are acceptable, click **Finish**.

Next Steps

- 1 Upgrade your managed nodes.

## Upgrade a Managed Node

This section provides instructions for setting up the SHS version 2.5 client as a managed client, which will function similarly to a managed node. Follow these steps for every managed node.

- ▶ The deployment node **MUST** be upgraded before you can upgrade a managed node.

To set up the version 2.5 client as a managed client:

- 1 Go to **https://localhost:8443/SAM** to start the SHS client user interface (UI).
- 2 Enter **admin** for both the user name and password. The Local Managed Client page opens.
- 3 On the left navigation menu, click **Self-Healing Services setup**.
- 4 Click **Use existing configuration center**.
- 5 In the **Host name** box, type the host name (or IP address) of the configuration center that you want to manage this managed client.
- 6 In the **Port** box, type 8443.
- 7 Click **Save**.

- 8 Follow the on-screen instructions to complete the setup process. The communication gateways that are registered with the configuration center will be automatically added as gateway nodes for this managed system.

# Preserve Custom Configuration Settings

This section provides instructions for preserving the submission rules, filter policies, and trigger configurations from a previous Self-Healing Services client installation when you are migrating to the SHS version 2.5 client.

## Preserve Settings for Windows Installations

If you did not change the submission rules, trigger configuration, or filter policy for your previous installation of the SHS client—or if you do not want to migrate your customized configuration settings from your previous installation to your new installation—you can simply delete the old configuration data.

If you do want to preserve your customized configuration settings, you must place the configuration files in the proper location for the version 2.5 client.

Table 1 shows the default file locations for SHS client installations. If you changed the default path when you installed either version of the SHS client, be sure to substitute the paths that you used for *<oldInstallDir>* and *<newInstallDir>*, respectively.

**Table 1 Self-Healing Services Client Application Directories**

Version	Directory	Default Location
pre-2.5	<i>&lt;oldInstallDir&gt;</i>	C:\Program Files\Hewlett-Packard\SH Services
2.5	<i>&lt;newInstallDir&gt;</i>	C:\Program Files\HP OpenView

To preserve the existing submission rule settings:

- 1 Copy the *<oldInstallDir>*\data\conf\rules.xml file into the copy buffer.
- 2 Paste rules.xml into the following directory: *<newInstallDir>*\data\Conf

To preserve the existing filter policies:

- 1 Copy the *<oldInstallDir>*\data\conf\global-recon-policy.xml file into the copy buffer.
- 2 Paste global-recon-policy.xml into the appropriate directory for the type of node that you are migrating. Use the deployment node directory for single-system installations.

Node Type	Directory
deployment node	<i>&lt;newInstallDir&gt;</i> \data\Conf\deployment
gateway node	<i>&lt;newInstallDir&gt;</i> \data\Conf
managed Node	<i>&lt;newInstallDir&gt;</i> \data\Conf

To preserve the existing trigger configuration:

There is no automated way to perform this task. If the number of customizations is small, you can re-enter them by using the SHS version 2.5 client UI. If you need to preserve a

significant number of trigger customizations, contact [selfhealing.help@hp.com](mailto:selfhealing.help@hp.com) for assistance—DO NOT delete your existing trigger configuration information.

### Next Steps

Proceed to “*Verify the SHS Version 2.5 Client Configuration*” on page 26.

## Preserve Settings for HP-UX and Solaris Installations

If you did not change the submission rules, trigger configuration, or filter policy for your previous installation of the SHS client—or if you do not want to migrate your customized configuration settings from your previous installation to your new installation—you can simply delete the old configuration data.

If you do want to preserve your customized configuration settings, you must place the configuration files in the proper location for the version 2.5 client.

Table 1 shows the default data file locations for SHS client installations. If you changed the default data file path when you installed either version of the SHS client, be sure to substitute the paths that you used for `<oldDataDir>` and `<newDataDir>`, respectively.

**Table 2 Self-Healing Services Client Data Directories**

Version	Directory	Default Location
pre-2.5	<code>&lt;oldDataDir&gt;</code>	<code>/var/opt/hpsupport</code>
2.5	<code>&lt;newDataDir&gt;</code>	<code>/var/opt/OV</code>

To preserve the existing submission rule settings:

Copy the `rules.xml` file from the `<oldDataDir>/conf` directory to the `<newDataDir>/conf` directory.

To preserve the existing filter policies:

Copy the `global-recon-policy.xml` file from the `<oldDataDir>/conf` directory to the appropriate directory for the node type that you are migrating. Use the deployment node directory for single-system installations.

Node Type	Directory
deployment node	<code>&lt;newDataDir&gt;/conf/deployment</code>
gateway node	<code>&lt;newDataDir&gt;/conf</code>
managed node	<code>&lt;newDataDir&gt;/conf</code>

To preserve the existing trigger configuration:

There is no automated way to perform this task. If the number of customizations is small, you can re-enter them by using the SHS version 2.5 client UI. If you need to preserve a significant number of trigger customizations, contact [selfhealing.help@hp.com](mailto:selfhealing.help@hp.com) for assistance—DO NOT delete your existing trigger configuration information.

## Verify the SHS Version 2.5 Client Configuration

The process of verifying the SHS client configuration is independent of the operating system. Use this procedure for Windows, HP-UX, and Solaris installations to ensure that the custom configuration settings were successfully transferred to the version 2.5 client installation.

To verify that the existing custom configuration was transferred:

- 1 Go to **https://localhost:8443/SAM** to start the SHS client UI.
- 2 Enter **admin** for both the user name and password. The Local Managed Client page opens.
- 3 Click **Rule settings**.
- 4 Click the **Specific fault rules** tab to verify that the existing rules were preserved.
- 5 On the left navigation menu, click **Filter settings**.
- 6 Verify that the filter settings from the previous SHS client were preserved.
- 7 On the left navigation menu, click **System Assessment**.
- 8 Click **Request System Assessment**.

You should receive a notification email shortly thereafter you request the system assessment. If you do not receive it, check your contact information to make sure that your email address is correct. If you still do not receive the notification email, see “Troubleshooting” in the *HP OpenView Self-Healing Services User’s Guide*, or contact [selfhealing.help@hp.com](mailto:selfhealing.help@hp.com) for help.

## Remove Old Configuration Files

After you verify that your configuration information was successfully preserved and is visible in the 2.5 client, you can remove the old configuration data if you want to. To do so, delete the following directory:

- Windows: `<oldInstallDir>\data\conf`
- HP-UX or Solaris: `/var/opt/hpsupport`