

HP OpenView Self-Healing Services Client

for the following operating systems:

HP-UX 11.x

Solaris 7, 8, 9 and 10

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

Software Version: 2.60

Migration Guide

Manufacturing Part Number: none

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1 Introduction

Introduction

This document provides a brief introduction to the Self-Healing Services (SHS) version 2.60 client software. Following that, it provides detailed instructions for migrating the 1.40 version of the SHS client to version 2.60.

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 2.60 client.

Related Documents

For more detailed information about installing and configuring the SHS version 2.60 client, consult the *HP OpenView Self-Healing Services Installation Guide*:

http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf

For detailed information about using the Self-Healing version 2.60 client, consult the *HP OpenView Self-Healing Services User's Guide*:

http://support.openview.hp.com/pdf/selfhealing-userguide_ver2-6.pdf

2 Version 2.60 Client Architecture

This chapter provides a conceptual overview of the Self-Healing Services (SHS) version 2.60 client, including its architecture and basic operations.

Version 2.60 Concepts

The SHS version 2.60 client offers more flexibility than version 1.40 did. The configuration center and communication gateway functions are established at configuration time rather than at installation time. The SHS version 2.60 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 2.60 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 version 1.40.

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 version 1.40.

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 managed clients to communicate with HP. It can enable communication for both local managed clients with a gateway and remote managed clients without a gateway. 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..

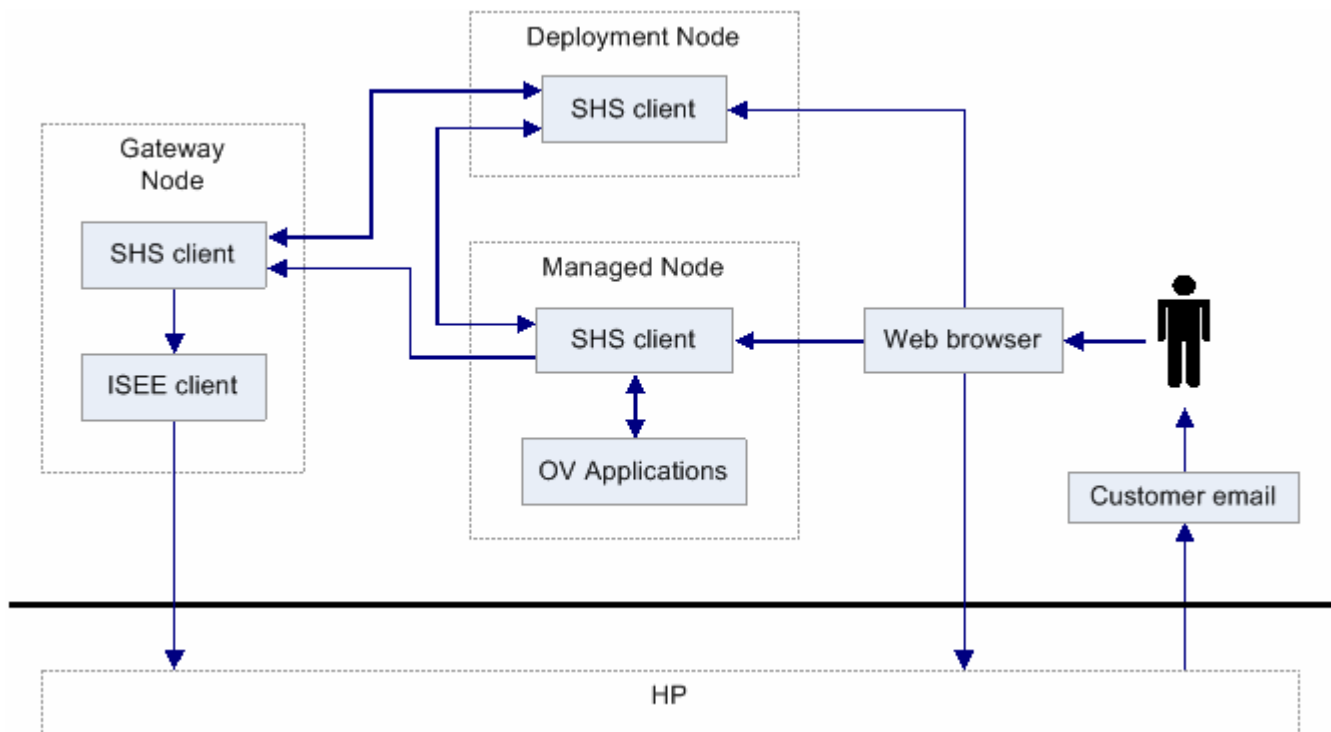
► The communication gateway is analogous to the gateway node in version 1.40.

Architecture: Version 2.60 Client vs. Version 1.40 Client

Architecture of the 1.40 SHS Client

Figure 2-2 shows a distributed configuration for the version 1.40 SHS client. The deployment node, gateway node and managed node are established at installation time and cannot be reconfigured to be any other type of node.

Figure 2-2 SHS Client Architecture Prior to Version 2.60



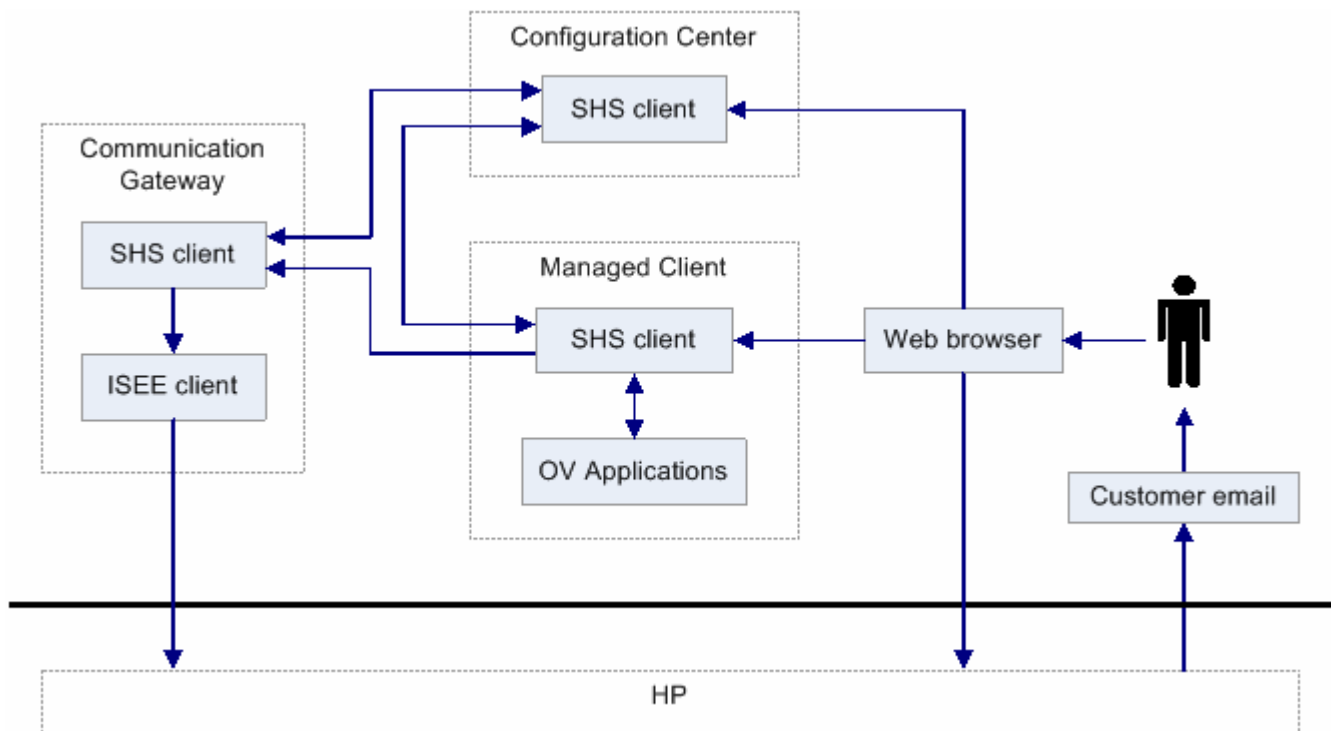
Architecture of the SHS Version 2.60 Client

Figure 2-3 shows the SHS version 2.60 client architecture implemented similarly to that shown in Figure 2-2 for earlier versions of the SHS client.

In version 2.60, a client can be configured at run-time to serve as a configuration center, a communication gateway, a managed client or a combination of the three. It is possible to reconfigure the version 2.60 client to achieve different functionality later on.

In version 2.60, the communication gateway is optional. You can run Self-Healing Services in disconnected mode if you prefer. In this case, data is collected when a fault occurs, but incident packages are not submitted to HP for analysis.

Figure 2-3 SHS Version 2.60 Client Architecture



SHS Client Upgrade Process Summary

- To upgrade a version 1.40 system serving strictly as a deployment node (not a gateway node), install the version 2.60 client, and set the client up as a configuration center.
- To upgrade a version 1.40 system serving strictly as a gateway node (not a deployment node), install the version 2.60 client, and set the client up as a communication gateway. Associate this client with an existing configuration center.
- To upgrade a version 1.40 system serving as both a deployment node and a gateway node, install the version 2.60 client, designate the client to be a configuration center, and also designate it to be a communication gateway.
- To upgrade a version 1.40 system serving strictly as a managed node, install the version 2.60 client, and associate it with an existing configuration center.

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 2.60 client. See the following document for detailed instructions:
http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf
- 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 steps 1, 3, 4, and 5 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.

Step 1: Uninstall the Existing SHS Version 1.40 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:

```
%HOMEDRIVE%:\Program Files\Hewlett-Packard\SH Services\data
```

- 6 Proceed to install the SHS version 2.60 client according to the instructions provided in the following document:

http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf

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.

Step 2: Install the SHS Version 2.60 Client

Install the Self-Healing Services version 2.60 client according to the instructions provided in the following document:

http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf

Step 3: Upgrade the SHS Version 2.60 Client Configuration

This section provides instructions for setting up the SHS version 2.60 client as both a configuration center and a communication gateway. By default, it is also a managed client.

To set up the SHS version 2.60 client:

- 1 In a browser, go to the following address to start the SHS client user interface:

```
https://<hostSystemName>:5814/SAM
```

In this case, `<hostSystemName>` is the name of the system where you installed the SHS version 2.60 client.

- 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**. Follow the on-screen instructions, and choose both of the following options:
 - **Set up a new configuration center**
 - **Local communication gateway**

For additional information about setting up the SHS client, see the following document:

http://support.openview.hp.com/pdf/selfhealing-userguide_ver2-6.pdf

Step 4: 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 2.60 client.

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, however, you must place the configuration files in the proper location for the version 2.60 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	Platform	Default Location
1.40	<code><oldDataDir></code>	<i>HP-UX or Solaris</i>	<code>/var/opt/hpsupport</code>
		<i>Windows</i>	<code>%HOMEDIR%\Program Files\Hewlett-Packard\SH Services\data</code>
2.60	<code><newDataDir></code>	<i>HP-UX or Solaris</i>	<code>/var/opt/OV</code>
		<i>Windows</i>	<code>%HOMEDIR%\Program Files\HP OpenView\data</code>

To preserve the existing submission rule settings:

HP-UX or Solaris: Copy the `rules.xml` file from the `<oldDataDir>/conf` directory to the `<newDataDir>/conf` directory.

Windows: Copy the `rules.xml` file from the `<oldDataDir>\conf` directory to the `<newDataDir>\Conf` directory.

To preserve the existing filter policies:

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

Windows: 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 2.60 client UI. If you need to preserve a significant number of trigger customizations, contact HP OpenView support for assistance—DO NOT delete your existing trigger configuration information.

Step 5: Verify the SHS Version 2.60 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 2.60 client installation.

Verify the SHS version 2.60 client configuration:

- 1 In a browser, go to the following address to start the SHS client user interface:

`https://<hostSystemName>:5814/SAM`

In this case, *<hostSystemName>* is the name of the system where you installed the SHS version 2.60 client.

- 2 Enter **admin** for both the user name and password.
- 3 In the left navigation menu, click **Local managed client**.
- 4 Click **Rule settings**.
- 5 Click the **Specific fault rules** tab to verify that the existing rules were preserved.
- 6 On the left navigation menu, click **Filter settings**.
- 7 Verify that the filter settings from the previous SHS client were preserved.
- 8 On the left navigation menu, click **System Assessment**.
- 9 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 the “Troubleshooting Information” section in the following document:

http://support.openview.hp.com/pdf/selfhealing-userguide_ver2-6.pdf

Remove Old Configuration Files

After you verify that your configuration information was successfully preserved and is visible in the 2.60 client UI, you can remove the old configuration data if you want to. To do so, delete the following directory:

- Windows: `<oldDataDir>\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 2.60 client.

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

- 1 Uninstall the SHS version 1.40 client on each system in the environment.
- 2 Install the SHS version 2.60 client on each system.
See the following document for detailed instructions:
http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf
- 3 Preserve any custom configuration settings on each system.
- 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 system.

Detailed instructions for steps 1, 3, 4, and 5 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.

Step 1: Uninstall the SHS Version 1.40 Client

For each node in your Self-Healing Services managed environment, uninstall the SHS version 1.40 client using the instructions provided on page 9.

Step 2: Install the SHS Version 2.60 Client

Install the Self-Healing Services version 2.60 client on each system in your distributed SHS managed environment according to the instructions provided in the following document:

http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf

Step 3: Upgrade Individual Nodes in a Distributed Installation

Upgrade Deployment Nodes

This section provides instructions for setting up the SHS version 2.60 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 2.60 client as a configuration center:

- 1 In a browser, go to the following address to start the SHS client user interface:

```
https://<hostSystemName>:<SHSPort>/SAM
```

In this case, *<hostSystemName>* is the name of the system where you installed the SHS version 2.60 client, and *<SHSPort>* is the port number that Self-Healing Services will use (5814 by default).

- 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 2.60 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 2.60 client as a communication gateway:

- 1 In a browser, go to the following address to start the SHS client user interface:

```
https://<hostSystemName>:<SHSPort>/SAM
```

In this case, *<hostSystemName>* is the name of the system where you installed the SHS version 2.60 client, and *<SHSPort>* is the port number that Self-Healing Services will use (5814 by default).


- 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 the port number that Self-Healing Services will use. By default, this is port 5814.
- 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 Step

- 1 Upgrade your managed nodes.

Upgrade a Managed Node

This section provides instructions for setting up the SHS version 2.60 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 2.60 client as a managed client:

- 1 In a browser, go to the following address to start the SHS client user interface:
`https://<hostSystemName>:<SHSPort>/SAM`
In this case, `<hostSystemName>` is the name of the system where you installed the SHS version 2.60 client, and `<SHSPort>` is the port number that Self-Healing Services will use (5814 by default).
- 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 the port number that the SHS client will use. By default, this is port 5814.
- 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 gateways for this managed client.

Step 4: Preserve Custom Configuration Settings

The only difference between this procedure for a single-system installation and the procedure for a distributed installation is the location of the `global-recond-policy.xml` file. The following table shows the proper location for this file after you migrate each type of node:

Node Type	Platform	New Location for <code>global-recond-policy.xml</code>
deployment node	<i>HP-UX or Solaris</i>	<code><newDataDir>/conf/deployment</code>
	<i>Windows</i>	<code><newDataDir>\Conf\deployment</code>
gateway node	<i>HP-UX or Solaris</i>	<code><newDataDir>/conf</code>
	<i>Windows</i>	<code><newDataDir>\Conf</code>
managed node	<i>HP-UX or Solaris</i>	<code><newDataDir>/conf</code>
	<i>Windows</i>	<code><newDataDir>\Conf</code>

For each client in your environment, follow the instructions for preserving custom configuration settings in a single-system installation on page 11, and place the `global-recond-policy.xml` file in the proper location depending on which type of node you are migrating.

Step 5: Verify the SHS Version 2.60 Client Configuration

For each client in your Self-Healing Services managed environment, follow the process described on page 12 to verify that your custom configuration was transferred.

Remove Old Configuration Files

After you verify that your configuration information was successfully preserved and is visible in the 2.60 client, you can remove the old configuration data if you want to. To do so, delete the following directory:

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